

Implementing a Sustainable Benchmarking Strategy

By Managing Partners— Anton Benc & Bruce Searles

What we do for Peak Bodies or Organisations

Benchmarking Partnerships is a benchmarking firm based in Australia with global influence and impact. Based on our extensive 25 years of global and local benchmarking experience we can help you design, develop and implement a sustainable benchmarking strategy for your organization!

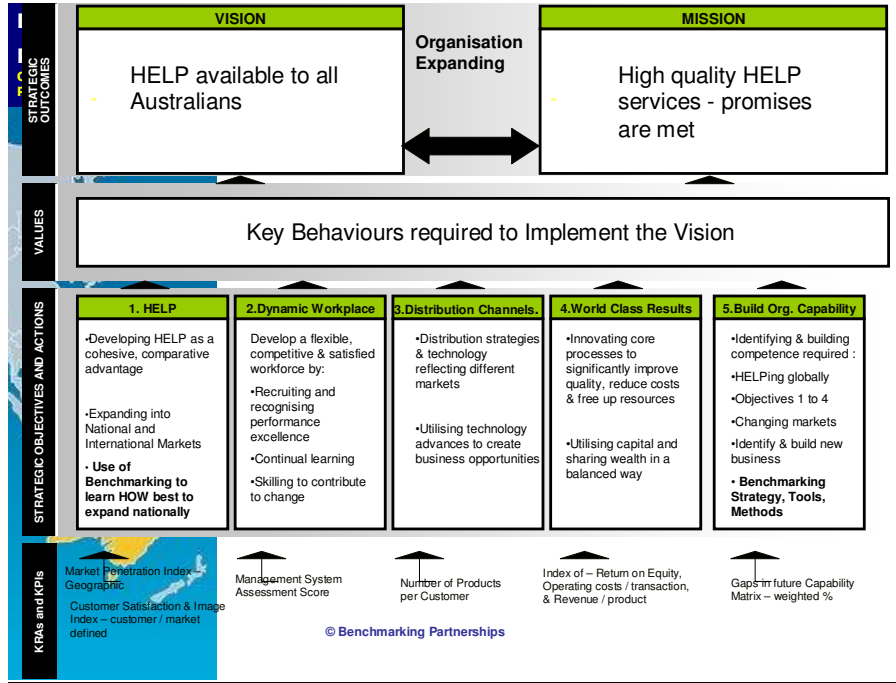
How we do it

We do this by helping you to directly link best practice benchmarking to your organizational Vision and Strategy and by tailoring the:

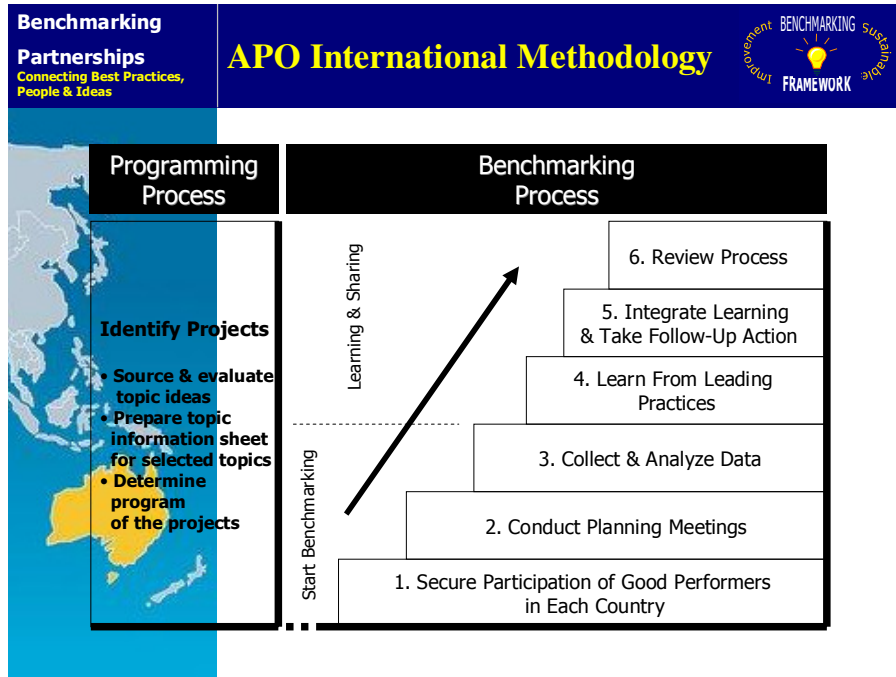
- **Development of your Strategic Positioning of Benchmarking**
- **Understand the need and benefits of a benchmarking strategy**
- **Development of Benchmarking Policies, Guidelines, Standards and Codes linked to your Management System, Quality, Environmental, OH&S, Risk and other Frameworks, Standards and KPI outcomes**
- **Development of an optimum Benchmarking Methodology and Tools integrated to your business**
- **Development of your own Benchmarking Centre for your ongoing self-reliance**
- **Development and delivery of Practical and Applied Benchmarking Training deployed through real and meaningful projects for your business outcomes.**
- **Train the trainer, to build sustainable benchmarking capability in-house with your staff**
- **Global research and provision of Benchmarking Resource Materials on and off-line – books, publications, best practice case studies, compendiums and on-line resources**
- **Developing Benchmark Measurement Frameworks and innovative tools for gap analysis and reporting**
- **Development of appropriate Communications & Marketing to engage staff and stakeholders (including customers) with a seamless and effective benchmarking strategy**
- **Program, Project & Resource Planning including monitoring/ feedback and reporting processes**
- **Benefits Realisation and strategic compass optimization**
- **Professional & expert support in planning, organizing and facilitating benchmarking events to meet specific outcomes for your business.**

- Development of monitoring and review mechanisms to ensure the effectiveness is maximised

Some Examples



Positioning of Benchmarking in a Strategic Plan



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How we started

We commenced over decade ago as sole Benchmarking delivery partners with the Australian Quality Council (AQC), a not-for-profit peak body recognized by the Commonwealth of Australia to facilitate business excellence and productivity improvements amongst Australian public and private sector organisations.

Our core products and services include:

- Best practice learning and sharing workshops – you can host your own best practice workshop to learn best practices to improve your strategic needs – we bring the best practices and networking to you
- Business Excellence and Business Improvement Study Tours (B.E.S.T.)
- Partnership benchmarking networks, public workshops and Communities of Practice – go to www.benchmarkingpartnerships.com.au for our latest opportunities for you
- 9 Pillars for vastly improved and sustainable results – in-house or public workshops - [Go to our web site](#)
- Diagnostics and analyses to assess organizational maturity linked to international business excellence frameworks, employee climate surveys and for core processes

Nine Pillars of Best Practices for Vastly Improved and Sustainable Results

The **9 Pillars** of best practices drawn from our global benchmarking in recent years that you can mix & match, are: –

1. [Right KPIs](#)
2. [Process Innovation](#)
3. [Leadership of Business Excellence](#)
4. [Customer Centricity](#)
5. [Strategy to Action & Results](#)
6. [Management System Framework and Assessment for Results](#)
7. [Doing Benchmarking Well](#)
8. [Lean Strategy](#)
9. [People Engagement](#)

Brief History

- Appointed by Asian Productivity Organization as Benchmarking Experts
- Led over 100 different benchmarking studies in Australia and Internationally involving over 1,000 organizations in Australia and Asia. Topics have included Innovation, Project Management, Risk Management, Senior Executive Leadership, Internal Communications, Leading and Managing Change, Telephone Call Centres, Supply Chain Management, Construction Industry, Food Risk Management and Safety, Client Service & Satisfaction and Finance.
- Previously sole delivery partners for benchmarking for Australian Quality Council (AQC), a not-for-profit peak body recognized by the Commonwealth as the peak body for business improvement in Australia. We have continued to conduct the benchmarking services since then, as we purchased the AQC's benchmarking intellectual property.
- Bruce Searles** has been an Accredited Delivery Partner for Benchmarking with the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has

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delivered training and international presentations on benchmarking in Australia, New Zealand, Germany, Singapore, Malaysia, Thailand, the Philippines, USA, Nepal, Seoul, Papua New Guinea, Vanuatu, Fiji, Dubai, Moscow, Canada, Bahrain and Taipei. He leads the strategic relationship and benchmarking projects with the Asian Productivity Organisation, Singapore Productivity Association, FTPI in Thailand, Development Academy of the Philippines, Training and productivity Authority of Fiji (TPAF), NPC Malaysia, National Quality Institute in Canada and the APQC in the USA. Bruce has qualifications including Bachelor of Engineering, Masters of Engineering Science and Certificate IV in Quality Management (AQC). He is a Fellow of Engineers Australia. He was previously Executive for International Best Practice for Australia's largest general insurance company (NRMA Limited). Locally, Bruce is assisting many public and private organisations to drive sustainable improvement from benchmarking projects and strategic business and action planning initiatives. Bruce is Director, Business Development for the Global Benchmarking Network, which has Members in over 20 countries.

- Anton Benc has been an Accredited Delivery Partner for the Australian Quality Council (AQC) and is Director for Benchmarking Partnerships, who now own Australian Quality Council Benchmarking. He has qualifications including Bachelor of Electro-mechanical Engineering and Certificate IV in Quality Management (AQC). He is currently developing joint projects in conjunction with the NZ Business Excellence Foundation, pilot projects with SAI Global, Best Practice workshops in NZ and Australia and working across Australasia to plan and manage International Study Tours in Australia/ NZ. He is also involved in benchmarking partnerships with the APQC, Singapore Productivity Association and the NZ Business Excellence Foundation. Anton is a member of the Global Benchmarking Network (GBN). Locally, Anton is assisting many public and private organisations to drive sustainable improvement from benchmarking projects and strategic business and action planning initiatives. Anton previously was Project Director for the AQC, heading up the national benchmarking initiative responsible for the strategic development and business growth and running of the suite of national benchmarking network processes across Australia.

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Benchmarking is a Business Excellence tool for finding, adapting and implementing outstanding practices in order to achieve superior performance. Benchmarking comprises prioritisation of strategic improvement needs (the why), measurement (the what - the Benchmarks) and practices (the how – the doing of benchmarking). Re-measure tracks performance improvement.

