



1-day (plus 1 day follow up) - Benchmarking Training and Workshop

Course Description

Benchmarking is an important part of improving performance by comparing our performance and practice with that of others - through benchmarking we can understand how we are performing, how others are performing, understand why differences in performance might have arisen and then make improvements based on good practice.

There is a strong methodological approach to benchmarking and in this one-day workshop you and your team will learn about how to apply this methodology to your own practices and you will do the initial groundwork to prepare for your benchmarking study.

Who Should Attend?

This workshop is aimed at, and can be beneficial to, everyone within the organisation, from managers, to executives, to specialists, to administration staff.

Team applications are welcomed and the workshop schedule can be arranged to suit the timescales of the team.

Benefits to the Individual and Business

The aim of the day's training and workshop is to enable the participants to conduct a benchmarking exercise, in order to improve internal practices, which in turn will improve service/operational performance.

Pre-work

The workshop is intended to demonstrate practically the application of the Benchmarking methodology in the areas represented at the session.

In order to do so, you are requested to give prior consideration to the areas that you could benchmark. Prepare a list of three to five candidate areas to bring to the workshop that would benefit from a Benchmarking exercise. You should agree these selected areas with your manager and team.

You should be able to justify your selection by being able to show evidence of some performance deficit or a demand for improvement from some party.

Course Structure

The workshop will cover the following:

- What Benchmarking is
- The Benchmarking methodology
- Assessing the need for change
- Identifying Stakeholders
- Identifying opportunities
- Identifying Benchmarking partners
- Capturing Benchmarking data
- Preparing for and conducting a Benchmarking visit
- Analysing the visit findings
- Acting on the analysis and making changes to practices.

Using the pre-work to select a project area, the workshop will represent the launch of a Benchmarking study, which will be executed following the workshop. The study may span several weeks and will involve the participants in additional activities.

Course Costs

The cost of delivering the 1-day course, excluding delivery tutor accommodation and expenses, but including all courseware is £1,500. VAT will apply at the prevailing rate.

The course can be tailored to suit individual customer's operations.

More Information and Contact Details

For more information about the 1-day Benchmarking Training and Workshop or any of our other courses please contact **Dr Stuart Burge** on +44 (0)7803 131614 or sburge@burgehugheswalsh.co.uk.