

# PROCESS BENCHMARKING

## Fast Learning from the Best

### Overview

Successful organizations have already recognized that learning from other organizations in the same industry—or even in other industries—(Best Practice) has become a necessity. Through a structured, systematic benchmarking process, high value information can be gained. Being successful with benchmarking means applying a structural approach and making it a continuous process, integrated in the goal-setting process of the organization.

### Goals

- Learn the basics of process benchmarking through practical exercises
- Apply the learned techniques to your own organization
- Plan and lead a process benchmarking study in your own organization

### Topics

- Development of benchmarking
- Advantages of “learning from the best”
- Important elements of process benchmarking
- Searching for “Best-Practice companies”
- Planning and processing a benchmarking study
- Planning and processing of a “Best-Practice visit”
- Analyzing differences in process performance
- Transferring “Best Practices” into your own corporate culture
- Integrating benchmarking into the goal-setting process

### Benefits

This workshop will make the participants more sensitive to the specific challenges of benchmarking, and will, through in-depth discussions and case work, lead to a better understanding of how to improve processes through benchmarking. This course is a workshop with a specific focus on process benchmarking. Theory will be brought together with several exercises. Participants will be trained in the practical application of benchmarking.

### Who should participate?

This workshop is designed for experts in quality management; process owners and process managers in various industries; and people who work in government, health care, and educational organizations.

### Workshop preparation

Participants are expected to spend about three hours preparing for the workshop (completing readings and answering a questionnaire).

### Documentation/Certificate

Participants receive workshop documentation, case studies, and a CD with templates for Process Benchmarking. The workshop participants receive a certificate of attendance.

### Workshop-Coach



Dr. Karl J. Koller is the CEO of TQM Consulting Group Inc. (TQMCG) with offices in Dusseldorf, Munich, and Zurich. He earned a master's degree in business administration (MBA) and received his doctorate in management from the University of St. Gallen, Switzerland. He worked and studied in the USA for several years. Mr. Koller has more than 20 years of practical experience with international companies as well as with universities. He has been working in the field of Total Quality Management for many years with a focus on management in the TQM process and on the EFQM Excellence Model. In addition to his consulting activities, he spent several years as a visiting faculty member for Total Quality Management at a number of universities. During his doctoral studies he spent two years as a visiting research fellow at Northwestern University, Evanston, IL, USA.

Dr. Koller has published several articles about Quality Management and presented at national and international conferences for Quality Management. He conducts TQM study tours within the USA on a regular basis (TQM in manufacturing, logistics, higher education, health care).

Dr. Koller is an Assessor for the EFQM Excellence Award and a licensed trainer of the European Foundation for Quality Management (EFQM), Brussels, a Six Sigma Black Belt and a QFD Black Belt. He is a senior member of the American Society for Quality (ASQ) and member of the American Management Association (AMA), the Council of Supply Chain Management Professionals (CSCMP), the International Project Management Association (IPMA) and the European Association for Institutional Research (EAIR).

**DISCOUNT**  
for members of the  
Saudi Arabian Quality  
Council!

<b>Duration</b>	2 days	
<b>Dates</b>	<b>Place</b>	<b>Registration until</b>
April 19-20, 2009	Dubai	March 15, 2009
May 3-4, 2009	Riyadh	March 15, 2009
<b>Working Hours</b>	8:00am to 3:30pm	
<b>Language</b>	English	
<b>Fee</b>	SAR 4,900.-* AED 4,800.-*	

\* Workshop includes lunch and refreshments and a CD with templates for Process Benchmarking.

#### SPECIAL OFFER

Members of the Saudi Arabian Quality Council (SQC) receive a 10% discount on the regular workshop fee.

The training is provided by our partner **TQM Consulting Group Inc. (TQMCG)**, Switzerland. Member of the International Project Management Association. **TQMCG** is corporate member of the Dubai Quality Group (DQG) and the Saudi Arabian Quality Council (SQC).

# REGISTRATION FORM

## WORKSHOPS

Fax registration to:

Fax +41-44-880-2120

Mail registration:

Institute for Total Quality Management  
Baulerstrasse 20  
CH-8152 Zurich-Glattbrugg  
Switzerland

### Personal information

Mr  Ms  Title \_\_\_\_\_

First Name \_\_\_\_\_

Last / Family Name \_\_\_\_\_

Job Title \_\_\_\_\_

Organization \_\_\_\_\_

Department \_\_\_\_\_

Address \_\_\_\_\_

Zip Code/City \_\_\_\_\_

Country \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Member of:

Saudi Arabian Quality Council (SQC)

member ID #: \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

### Process Benchmarking

April 19-20, 2009 in Dubai

May 3-4, 2009 in Riyadh

SAR 6,300.- / AED 6,100.-

### Special Offer

Members of the **Saudi Arabian Quality Council (SQC)**, receive a **10% discount** on the regular workshop fee. This discount cannot be accumulated with other discounts.

### Registration

Please return the completed application form by mail, fax, or e-mail. A maximum of 20 people can participate in this workshop. Registrations will be accepted in the order that they are received/paid.

### Language

The workshop is conducted in English.

### Payment

The invoice for the workshop will be mailed to you when your registration is received. The participation fee must be paid before the final date for registration.

### Discount for participating teams

Receive a 10% discount for each participant if 3 or more people from the same organization register together. This offer can not be combined with any other special offer.

### Services

The workshop fee includes: Full-time coaching by Dr. Koller, TQMCG workshop material, welcome coffee upon arrival, coffee breaks, daily international lunch buffet, basic stationery kit, mineral water.

### Hotel Room

Information about special room rates can be obtained upon registration.

### Cancellation

For cancellation after the final date for registration, 70% of the participation fee will be charged. Substitution at least one week prior to the workshop will be accepted.