

1. Record Nr.	UNINA9910968216303321
Autore	Patterson James G
Titolo	Benchmarking basics : looking for a better way / / James G. Patterson
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp Publications, c1996
ISBN	1-4175-2428-6
Descrizione fisica	1 online resource (94 p.)
Collana	A Fifty-Minute series book
Disciplina	658.5/62
Soggetti	Benchmarking (Management)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 73-74).
Nota di contenuto	<p>""TITLE""; ""COPYRIGHT""; ""PREFACE""; ""ABOUT THE AUTHOR""; ""ACKNOWLEDGMENTS""; ""CONTENTS""; ""INTRODUCTION""; ""SECTION I Benchmarking: What About It?""; ""OBJECTIVES""; ""WHAT IS BENCHMARKING?""; ""Understanding Benchmarking: The First Steps""; ""THE ORIGINS OF BENCHMARKING""; ""WHY USE BENCHMARKING?""; ""DEFINE YOUR BENCHMARKING OBJECTIVES""; ""Xerox: A Case in Point""; ""Xerox Benchmarking Partners""; ""OTHER SUCCESSFUL BENCHMARKERS""; ""STATOIL: SUCCESSFUL BENCHMARKING IN EUROPE""; ""A European Benchmarking Success Story""; ""An Historical Example""</p> <p>""CASE STUDY: A Creative Solution""""SECTION II Why Benchmarking?""; ""WHAT ARE THE BENEFITS TO BENCHMARKING?""; ""OBJECTIONS TO BENCHMARKING""; ""Should You Benchmark?""; ""Convincing Your Boss""; ""SECTION III Types of Benchmarking""; ""SIX TYPES OF BENCHMARKING""; ""Convincing Your Competitor""; ""DECIDING WHAT KIND IS BEST FOR YOU""; ""Internal Benchmarking""; ""Competitive Benchmarking""; ""Collaborative Benchmarking""; ""Shadow Benchmarking""; ""Functional Benchmarking""; ""World-Class Benchmarking""; ""Applying Benchmarking""; ""GOING IT ALONE OR USING A CONSULTANT""</p> <p>""BENCHMARKING FOR INDIVIDUALS""""Important Questions to Ask""; ""BENCHMARKING FOR SERVICE ORGANIZATIONS""; ""SECTION IV Ready, Set, Go!""; ""BEFORE YOU START TO BENCHMARK""; ""Are You Ready to Benchmark?""; ""What You Should Benchmark""; ""Business Process Rankings""; ""Benchmarking Trends""; ""LEARNING TO BENCHMARK: THE</p>

PDCA CYCLE""; ""BENCHMARKING WITH THE PDCA CYCLE""; ""EXERCISE:
Benchmarking Partner Criteria Matrix""; ""BENCHMARKING ACTION PLAN
CHECKLIST""; ""PDCA Benchmarking Step-by-Step""; ""THE ETHICS OF
BENCHMARKING""; ""SOLUTIONS TO COMMON BENCHMARKING
MISTAKES""
""Mistake 1: Lack of Leadership""""Mistake 2: Picking the Wrong People
for Your Benchmarking Team""; ""Mistake 3: Failing to Consider
Strategic Long-Term Objectives""; ""Mistake 4: Too Many People on the
Team""; ""Mistake 5: Teams Taking on Too Much""; ""Mistake 6:
Leadership Underestimates Time Commitments""; ""Mistake 7: Picking
the Wrong Benchmarking Partners""; ""Mistake 8: Assuming Every
Project Needs a Site Visit""; ""Mistake 9: Management Failing to Inspect
Benchmarking Results""; ""Mistake 10: Failing to Identify Targets in
Advance""; ""Mistake 11: Collecting Too Much Data""
""Mistake 12: Focusing on Numerical Targets Rather Than the
Process""""BENCHMARKING QUICK CHECK""; ""BENCHMARKING REVIEW"";
""IN CONCLUSION""; ""SECTION V Appendix""; ""QUALITY AND
BENCHMARKING REFERENCES""; ""World Wide Web (WWW) Pages of
Interest""; ""Usenet Groups of Interest""; ""THE MALCOLM BALDRIGE
NATIONAL QUALITY AWARD CRITERIA""; ""THE MALCOLM BALDRIGE
NATIONAL QUALITY AWARD CRITERIA""; ""The Four Elements""; ""1995
BALDRIGE AWARD EXAMINATION CRITERIAa€?ITEM LISTING""

Sommario/riassunto

This book will teach you how benchmarking is used to improve performance, set quality objectives, and identify and adapt to best processes. Most of us routinely use benchmarking--to measure, match, compare, evaluate--all to establish a standard of what we believe is best. However, the critical elements of our customersa expectations and requirements are often missing. This book adds those elements into the process, and demonstrates six other types of benchmarking, while helping you decide which method will suit your needs.
