

Benchmarking Techniques (BMT)

This seminar will teach the techniques to maximize the benefits to the company that benchmarking can provide. Benchmarking is the search for best practices in other organizations that can be adapted to one's own organization. It is the search for models that one's organization can emulate, thus eliminating the "not-invented-here" paradigm. It is one of the techniques of *kaizen* or continuous improvement because it reveals opportunities for improving in ways that have already been proven to work elsewhere. The Malcolm Baldrige National Quality Award of the U.S. (and also the Philippine Quality Award patterned after it) explicitly requires comparison with best-in-class benchmarks in both processes and results.

Objectives: At the end of this seminar, the participants would have been able to:

1. Understand and appreciate the principles and practices behind benchmarking
2. Identify opportunities for conducting a benchmarking exercise involving an actual high-priority business process
3. Create a detailed benchmarking action plan

Agenda:

- Introduction to continuous improvement & PDCA
 - Introduction to benchmarking, Internal, Competitive, Functional
- Step-by-step approach to benchmarking
 - Identification of high priority business process targeted for improvement
 - Creation of benchmarking team
 - Establishment of measurable indicators for the process
- Generation of baseline measurements on own process
- Identification of the benchmarking target Organization
- Initiation of contact and seeking of permission from the benchmarking target
- Conducting the benchmarking visit
- Comparison of benchmark vs. own process and analysis of the differences
- Revision of own process
- Approval and implementation of revisions
- Documentation of revised standards

Who should attend: TQM managers, Executives, General Managers, in-house Kaizen Trainers/Consultants, Human Resource Managers and Officers

Seminar Fee: P8,736 (VAT-inclusive)

Facilitator: Enrico C. Mina

7-8 '23, Feb 13-14 '24 (Note 8:30 am to 12:00 nn daily via Zoom)

Webinar sessions: 2

Dates: Jun 1-2 '23, Sep 7-8 '23, Nov

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