



inspire

Learn from Others

Benchmarking

comparing your organisation's performance against
another



QUALITY
SCOTLAND

Quality Scotland's Learn from Others programme offers a series of networking opportunities, each of which requires a higher level of commitment:

- 1 Business Matchmaking
- 2 Mentoring
- 3 Benchmarking**

This brochure provides details on Benchmarking. For further information on any of the other Learn from Others programmes, please contact Quality Scotland on 0131 556 2333 or email info@qualityscotland.co.uk.



What is Benchmarking?

Benchmarking is the process of measuring and comparing the performance of your organisation against another organisation that is recognised as a leader in that field. Benchmarking should fundamentally be treated as an on-going structured approach to improving your organisation's performance and not a one-off measure. The aim is to create a learning experience, where best practice can be incorporated within your organisation.

The Benefits

A continuous improvement culture is a key element for success in any organisation. However, many would argue that simply improving on last year's performance is not enough, as you may find you're still be falling behind your competitors. For this reason, world-class organisations aim to better their performance against other leading organisations.

How do I benchmark?

To implement a benchmarking programme, you must first identify your organisation's strengths and areas for improvement; this will help you determine which areas you would like to benchmark in.

Once you have identified an area that you wish to focus on, the next step is to gather information on how other best-in-class organisations tackle this issue. Quality Scotland's Online Resources can help in the following manner:

- **BPIR.com**: a comprehensive database holding case study and survey information on organisations from all over the world
- **Excellence One**: comparable information on the EFQM Excellence Model and European benchmarking requests

You will then be ready to identify a suitable benchmarking partner. This is the most complex stage and does not require partner organisations to come from the same sector.

How can Quality Scotland help?

Quality Scotland can help you implement a benchmarking programme in your organisation, from undertaking a self-assessment of your strengths and areas for improvement, to identifying a suitable partner organisation - including a European organisation. For more information please contact Ann Pike on 0131 556 2333 or ann.pike@qualityscotland.co.uk.

Quality Scotland, 11 Abercromby Place, Edinburgh EH3 6LB T: 0131 556 2333

Promoting Business Excellence

