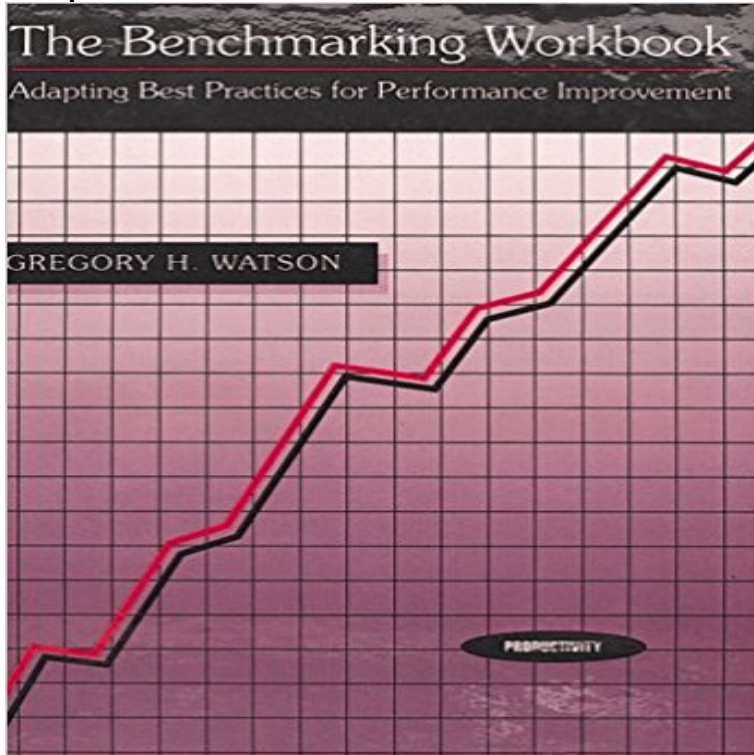


Benchmarking Workbook: Adapting the Best Practices for Performance Improvement



The Benchmarking Workbook provides an exceptionally practical guide for implementing or augmenting benchmarking procedures as an integral part of change process and quality management. Keeping the requirements of customers foremost, the author explains how to identify benchmark needs and initiate a plan. To assure full participation, he explains how to address an organizations culture, set goals, and tap into the creativity of participants. The approach, while uniquely simple, is highly effective as is demonstrated through an illuminating case study. The book includes a group of tools that will allow benchmarking techniques to be applied in a variety of organizations.

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