Benchmarking

Recognize benchmarking as a tool with helps improve performance in an organization. Learn to determine the appropriate type of benchmarking for your organization and understand the steps involved with a benchmarking effort.

Course Specifications

CPE Credits

8

Training Format

Virtual-Live

Preparation

None

Modules

5

Course Objectives

Government agencies at the federal, state, city, and county levels continue to focus on improving efficiency and effectiveness for a transparent government. Benchmarking is the process that enables a clear comparison of a variety of variables (cost, performance, time, quality, required resources) for the same function across different departments within the same agency. Comparisons to other agencies as well as government and non-government comparisons are made

- **Selecting The Right Benchmark**

  Identify the right benchmarks to use in measurement-resistant government settings

- **Reporting And Comparing**

  Identify how you compare with key benchmarks – and report progress

- **Benchmark Analysis**

  Pinpoint specific areas where performance can be improved – what is really driving performance?

- **Clarify**

  Identify the importance of having a clear desired outcome for your benchmarking effort

INTENDED FOR
Leaders, key stakeholders, and project teams

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Utilize performance benchmarking to drive improvements in government.

Agenda

MODULE 1
Introduction to Benchmarking and Best Practices

- Recognize where to use benchmarking as a tool with help improve performance in organization

- Determine the appropriate type of benchmarking for your organization: Practices vs Performance Benchmarking

- Understand the steps involved with a benchmarking effort

- The importance of having a clear desired outcome for your benchmarking effort

MODULE 3
Data Collection and Reporting

- Collect data for internal performance baseline

- Gather data from external benchmarking sources or organizations

- Validate and verify data and results Develop reports

MODULE 2
Strategy and Planning

- Identify key areas of focus and performance indicators and definitions

- Identify data sources and data collection templates and procedures

- Develop project schedule

- Develop communication plan

MODULE 4
Analysis

- Analyze performance gap

- Research high performing organizations for best practices

- Develop best practice analysis and recommendations report

- Obtain management approval for recommendations

MODULE 5
Implementation

- Evaluate program activities based on strategic objectives

- Initiate formal projects for implementation

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