

Achieving Performance Excellence through Benchmarking

Toronto (Canada)

6 - 10 July 2026

UK Traininig

PARTNER



Achieving Performance Excellence through Benchmarking

Code: LM28 From: 6 - 10 July 2026 City: Toronto (Canada) Fees: 4700 Pound

Introduction

A key element of continuous improvement is benchmarking. Without benchmarking, organizations cannot gauge how competitive they are or identify where to focus their improvement efforts. Benchmarking helps organizations balance internal problem-solving and improvement activities with the realities of the external environment. This includes industries performing similar functions, geographically separated businesses, and non-profit or public institutions. Under the right conditions, benchmarking can even be performed by direct competitors, leading to improved performance benefiting all stakeholders. Benchmarking not only provides awareness of where the "best" performance lies but, more importantly, it helps create a paradigm shift that internally focused teams may sometimes fail to achieve. It fosters the creative adoption and adaptation of "best" practices, assisting organizations in gaining and maintaining a competitive advantage.

Course Objectives

By the end of this course on Achieving Performance Excellence through Benchmarking, participants will be able to:

- Understand the importance of performance measurement and how it contributes to performance excellence.
- Set up an effective performance measurement system for shared services.
- Interpret performance measurement results to determine whether processes are ready for improvement.
- Learn the necessary actions to take when processes are not yet ready for improvement.
- Understand the principles of continuous improvement and how to apply them to enhance process performance.
- Gain knowledge of benchmarking, its importance, and how to implement successful benchmarking projects.
- Identify and implement best practices within the organization, adjusting them where necessary for optimal outcomes.

Course Outlines

Day 1: Performance Measurement: The Starting Point for Improvement

- The Need for Performance Measurement.
- Using Data Constructively: How to avoid misuse of data in performance improvement.
- Methods of Selecting Performance Measures.
- Developing a Framework for Performance Measurement.
- Understanding Variation: Why it is key to evaluating performance.
- Histograms, Run Charts, and Control Charts: What they tell us about performance.
- Case Study: The Rods Experiment for practical understanding of performance variation.

Day 2: Continuous Improvement

The logo for UK Training Partner features the text 'UK Training' in a smaller font above the word 'PARTNER' in a large, bold, sans-serif font. The background of the logo is a stylized chessboard with several chess pieces (a king, a queen, and a pawn) visible.

- Understanding Variation: Range and standard deviation in process improvement.
- Rods Experiment Part 2: Analyzing results to better understand process variation.
- Improvement vs. Investigation: How to decide whether to improve or analyze a process further.
- Introduction to Control Charts: Tools for taking appropriate actions on process performance.
- The Juran Trilogy: Exploring the fundamentals of continuous improvement.
- How to improve a process: Introduction to the 12-Step Methodology.
- The Power of Teamwork in continuous improvement.

Day 3: The Tools of Continuous Improvement

- Flow Diagrams: Understanding and analyzing a process for improvement.
- Brainstorming: Identifying causes of problems and potential solutions.
- Cause-Effect Diagrams: Demonstrating the link between a cause and its effect.
- Quantitative Display Tools: Using line charts, bar charts, and pie charts for process analysis.
- Pareto Analysis: Selecting the key aspects to focus on for performance improvement.
- Scatter Diagrams and Correlation: Investigating relationships between variables.
- Introduction to Regression: Advanced techniques for performance analysis.

Day 4: Introduction to Benchmarking

- What is benchmarking?
- Why do organizations need to benchmark?
- Benefits of Benchmarking: How benchmarking drives performance excellence.
- The History of Benchmarking and its evolution.
- Different methods of benchmarking and their relationships.
- How to identify potential benchmarking projects.
- An overview of the benchmarking process.
- Tips on selecting your first benchmarking project.

Day 5: Running a Successful Benchmarking Project

- Scoping a Benchmarking Study: How to determine what to focus on.
- Planning and resource scheduling for benchmarking projects.
- Normalizing Data: Ensuring comparability across benchmarking partners.
- Selecting benchmarking metrics.
- Identifying and selecting benchmarking partners.
- Securing project support for benchmarking initiatives.
- Inviting organizations to participate in the benchmarking study.
- Data Capture & Analysis: Techniques for efficient data collection and analysis.
- Reporting the results: The starting point for performance improvement.
- Importance of adhering to Codes of Conduct during benchmarking projects.

Why Attend this Course: Wins & Losses!

This course offers valuable benefits for participants seeking to achieve performance excellence through benchmarking:

- Effective Performance Measurement Strategies: Learn how to implement and utilize a performance measurement system for improved decision-making and performance enhancement.

A graphic of a chessboard with several chess pieces (pawns, knights, and a king) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- **Tools for Continuous Improvement:** Gain an in-depth understanding of the continuous improvement process and how to apply it effectively in your organization.
- **Benchmarking Best Practices:** Understand how benchmarking strategies can be used to identify gaps in performance and implement best practices.
- **Advanced Analytical Techniques:** Learn how to use various performance measurement tools and techniques like Pareto analysis, control charts, and regression analysis.
- **Increased Organizational Competitiveness:** Learn how benchmarking helps organizations maintain a competitive edge by adapting to industry best practices.
- **Real-World Application:** Through practical case studies and exercises, you will gain hands-on experience with continuous improvement and benchmarking in action.
- **Improved Performance:** Master the techniques for measuring and improving performance in your organization, making significant strides towards performance excellence.

Conclusion

This course on Achieving Performance Excellence through Benchmarking is designed to help organizations implement and improve performance measurement systems, embrace continuous improvement, and apply benchmarking strategies to stay competitive. By understanding and adopting best practices and continuously evaluating and improving processes, organizations can enhance their performance excellence and achieve long-term success. The practical tools and techniques learned will empower you to lead successful benchmarking projects and bring about meaningful performance improvements in your workplace.

A graphic of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a silver knight behind it. The board has a checkered pattern, and there are concentric circles in the background.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



هيئة تنظيم الكهرباء - عمان
Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

