

Benchmarking

Course Overview

Benchmarking is a structured process designed to support performance improvement based on comparison to the best in the market.

Participants of this program will gain knowledge and skills for improvement to be best performer in the marketplace. Benchmarking is a measurement tool to compare process to its best competitor and set a higher target to achieve best performance.

Course Outline

- What is benchmarking? Definition and origin of the process.
- Why benchmark? Alternative to process improvement made simple.
- Competitive benchmarking and how it best works. Guidelines for application with real life examples of companies and businesses implementation.
- Process documentation: listing all your steps and activities. The value of writing down detailed process to facilitate improvement.
- Process improvement: methods and application. How the benchmark process can relate to another business. Beating competitors in their own game!
- Guidelines for selecting work areas for improvement. Of all processes in the organization, which process to start working on for improvement.
- 10-step-benchmarking process. The process in its entirety with connected activities and in-depth mechanism to get the most of benchmarking.
- Business application: real examples of benchmarking in different businesses in various parts of the world, as well as different industries.
- Presenting your improvement plan. A personalized application for benchmarking using the process as a key guide.
- Action plan: own plan for application in real business life.

Learning Objectives

Upon completion of this course, participants will be able to:

- Identify reasons for benchmarking
- Verify process steps
- Identify key processes for improvement
- Apply benchmarking process
- Set action plan for improvement

Who Should Attend

Managers, Supervisors and Team Leaders

Course Duration: Two days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Fees

- 1700 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks and light lunch

Course Venue

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

For Registration

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

For More Information

17, Abdel Wahab Selim Elbeshry St.,
Sheraton Heliopolis, Cairo - Egypt

T. +2 02 226 871 44 / +2 02 226 871 45

Ext. 440/1

F. +2 02 226 871 58

M. +2 010 229 20 433

training@topbusiness-hr.com

www.topbusiness-hr.com