

Research Seminar Benchmarking – to improve operational excellence capability

09:30-13:00, Wednesday 17 March 2010

Lutyens Room, Royal Institute of British Architects, London

At this research seminar, we will discuss the results of our research into best practices in benchmarking an organisation's capability to achieve operational excellence, and approaches to improve that capability.

We are aware of many approaches to measuring operational excellence in terms of the practices used and outputs measured for specific business processes. However, we have seen few approaches that assess an organisation's inherent capability for creating operational excellence across the entire business. This research seminar will explore our findings regarding:

- general skills, practices and management systems that must be in place for an organisation to achieve operational excellence
- how those characteristics can be measured and benchmarked
- if, and where, there is a correlation between organisations with good output measures and operational excellence capability

We will include case studies showing how organisations have assessed their operational excellence capability.

Preparation

To ensure a rich and fully-participative discussion, please consider:

- your own use of benchmarking: what makes it successful, what gets in the way, and how you have used the results to improve business performance
- areas of your operational excellence capability that you know, or expect, need to be improved and how you might do that.

Format and attendees

This seminar will feature presentations from our research team, case studies of benchmarking in use, and breakout groups to seek insights, share ideas, and develop best practices with peer managers in major organisations.

The seminar will be valuable to business leaders who are endeavouring to improve the operational performance of their business(es) and managers of operational excellence teams.

Location and registration

The event commences promptly at 09:30 with lunch at 13:00 during which discussions can continue. Venue : Lutyens Room, RIBA, 66 Portland Place, London W1B 1AD

Please contact Lynda Phelps at lynda.phelps@h-i.com or telephone +44 (0)203 326 2945 to reserve your place. For details of the H-I Network and other events, please go to www.h-i.com.



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