



# Benchmarking Requirements for the Business Excellence Journey (Using the Xerox Benchmarking Methodology)

## WORKSHOP OBJECTIVES

Participants will have a comprehensive understanding of what benchmarking is and be able to conduct benchmarking systematically, based on a 4-phase, 10-step Xerox Benchmarking Methodology.

## WHO IT IS FOR

This Course is designed for Managers, Supervisors and Executives who want to use benchmarking to achieve superior performance for their organisation.

## WORKSHOP CONTENTS

<ul style="list-style-type: none"> <li>• What is Benchmarking? <i>Define and clarify terms – Benchmarking, Best Practices, Comparisons</i></li> <li>• Purpose of Benchmarking <i>Realise need to do Benchmarking</i></li> <li>• Types of Benchmarking <i>Understand the different types and extent of Benchmarking</i></li> </ul> <p><b>BREAK</b></p> <ul style="list-style-type: none"> <li>• <b>Factors for successful Benchmarking</b> <i>What will determine the successful implementation of Benchmarking in an Organisation</i></li> <li>• The Benchmarking Process <i>Overview of the 4-Phase Benchmarking Process – Planning, Analysis, Integration and Action</i></li> </ul>	<ul style="list-style-type: none"> <li>• Setting the base-line for Benchmarking <i>The starting step for Benchmarking</i></li> <li>• Xerox 10-Step Benchmarking Process <i>The detailed steps in the Benchmarking Process</i></li> </ul> <p><b>LUNCH</b></p> <ul style="list-style-type: none"> <li>• Xerox 10-Step Benchmarking Process (cont.)</li> </ul> <p><b>BREAK</b></p> <ul style="list-style-type: none"> <li>• Xerox 10-Step Benchmarking Process (cont.)</li> <li>• Benchmarking checklist <i>A list to focus the Benchmarking requirements for the 10 Steps</i></li> </ul> <p><b>END</b></p>
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## WORKSHOP FACILITATOR

Mr Sunil Sahadevan joined PSB Consulting (a business unit of the Productivity and Standards Board (PSB)) in early 2000 as a Consultant. He was subsequently appointed as Senior Consultant when PSB was corporatised in April 2001. A year later he was promoted to Principal Consultant. In PSB Corporation, he provided training and consulting services to assist organisations achieve business excellence by aligning their management systems, processes and practices as set out in the Singapore Quality Award (SQA) management framework.

Sunil was appointed as a National SQA Assessor by PSB in 2001. PSB was restructured to SPRING Singapore (the national agency to promote standards, productivity and innovation) in mid-2002. SPRING invited Sunil to be a National Singapore Innovation Class (I-Class) Assessor in 2003.



In August 2003, Sunil became an independent Consultant and founded **2QS QualityQuest Solutions**. He provides training and consulting services to organisations in quality management areas, especially in the implementation of the SQA Management Framework, Innovation Class, Service Class, ISO 9001:2000 Standard and Benchmarking. He is affiliated with SPRING Singapore, Singapore Productivity Association, PSB Corporation, Singapore Civil Service College, Management Development Institute of Singapore, Enterprise Promotion Centres and other consultancy and training agencies.

Sunil has provided training on Xerox Benchmarking to organizations in the public and private sectors over the last 10 years. With his background in Business Excellence training and consultancy, Sunil is able to link the requirements of structured Benchmarking for the excellence journey.

**ABOUT EPC**

**Enterprise Promotion Centres Pte Ltd (EPC)** is the leading business service provider of networking, management learning events, workshops & courses, consultancy and industry development services and events. EPC was approved by the Standards Productivity and Innovation Board (SPRING Singapore) to conduct training courses under its **Business Excellence Training Programmes** previously. EPC training courses are conducted by experienced and qualified consultants & trainers, all being ex-National Assessors. To date, we have conducted training programs for more than 300 organizations and 1000 participants since becoming an approved training provider with SPRING in June 2004. All our SQC/I-Class consultants are ex-National Assessors who conduct training courses apart from providing consulting services in related areas.

**Registration Form**

**Please complete and return this registration form to:**

Ms Angela Yip / Ms Tam Fei Ting  
Tel: 6278 2538  
Fax: 6278 7518  
Email: [angelayip@epc.com.sg](mailto:angelayip@epc.com.sg) / [feiting@epc.com.sg](mailto:feiting@epc.com.sg)

Mr. / Mrs. / Ms / Dr: \_\_\_\_\_

Designation: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Choice of Date: \_\_\_\_\_

<p><b>BENCHMARKING REQUIREMENTS FOR THE BUSINESS EXCELLENCE JOURNEY</b></p> <p>Dates:</p> <p>21 May 2012</p> <p>25 Sep 2012</p> <p>16 Nov 2012</p> <p>Time: 9:30 am to 5:30 pm</p> <p>Fees: S\$420/- per pax (excluding GST)</p> <p><i>Please note that lunch is not provided for the workshop.</i></p>
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Seats will be confirmed only upon receipt of this registration form via fax. Please send this registration together with your cheque payable to **Enterprise Promotion Centres Pte Ltd** and forward it to: **1003 Bukit Merah Central #02-10 Inno. Centre Singapore 159836 Attn: Ms Angela Yip / Ms Tam Fei Ting**

Upon receipt of registration, any request for cancellation or transfer must be confirmed in writing 5 days before the session and subjected to a 10% administrative charge. If a participant fails to attend the session or if notice of cancellation is received less than 5 days before the session, the participant shall be invoiced the full fee. Substitutions from the same company are allowed. No refund is possible for any part of the package not taken. EPC reserves the right to amend, postpone or cancel the session due to unforeseen circumstances. For further enquiries, please contact Ms Angela Yip at: 6278 2538, email: [angelayip@epc.com.sg](mailto:angelayip@epc.com.sg) or Ms Tam Fei Ting, email: [feiting@epc.com.sg](mailto:feiting@epc.com.sg)