



Benchmarking – step 1

- Comparing metrics – reflections of the underlying practice.

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Benchmarking – step 2

- Document the policy, process, procedure, chart, forms, templates.

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Benchmarking – step 3

- Find someone who does it better and hopefully the best in your field.

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The best in your field.

- You may have to study and document their practice.

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The best in the world – step 4

- Look at similar practices in other fields to see if that practice can be transplanted.

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Key Benchmarking Skill – step 5

- Transplanting

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Benchmarking - personal exercise

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Select the best practice from this personal exercise

- What criteria must the best practice meet?

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What are Key Metrics - in your life or in your business?

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Key Metrics?

- Energy cost per SF
- Custodial and Cleaning per SF
- Repairs
- Headcount
- Others???
- Number of stops at the grocery store.

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What are your Core Competencies?

- Things you must do well.
- Functions absolutely crucial to your business.

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What is imperative that you do very well?

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Who is the best in the field?
Locally, Nationally?

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How do you Document your
Practice?

- Do you have Policies? Procedures?
Forms? Templates? Flow Charts?
- Describe how you will document your
process.

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How have you implemented
new Practices?

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What will the challenges be to
transplant a better practice?

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Thank you

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