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What is Benchmarking? - ✓✓Systematic method by which organizations can measure themselves against the best industry practices.

Who designed benchmarking and when? - ✓✓ Designed by Xerox in 1979

Benchmarking is the Common element of what? - ✓✓Q5-9000

What are the two key elements of Benchmarking? - - Measuring performance requires
some sort of units of measurement and requires and understanding why the
performance differs.

What are the Advantages of benchmarking? - ✓√It leads to better continuous improvement. The payback experienced in benchmarking activities is generally 5 to 25 times the investment. Helps the organization understand and develop a critical attitude to its own business processes. Promotes an active process of learning in the organization and motivates change and improvement. Find sources for improvement and new ways of doing things outside their own organization without trying to

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Douglas J. Landoll, Douglas Landoll

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