

BenchMarking

In search for Improvement

Jellard Koers

Board Member of NEVAT, the Netherlands

BenchMarking

- Introduction
- Organizational Aspects
- Discussion of Data Trends
- Conclusions

BenchMarking

- Introduction
 - 225 members, 6 branches
 - Connecting Winners
 - Additional Members Fee.

BenchMarking

- Organizational Aspects
 - BenchMark Manager
 - Verify collected Data
 - Result discussion by Round Tables.

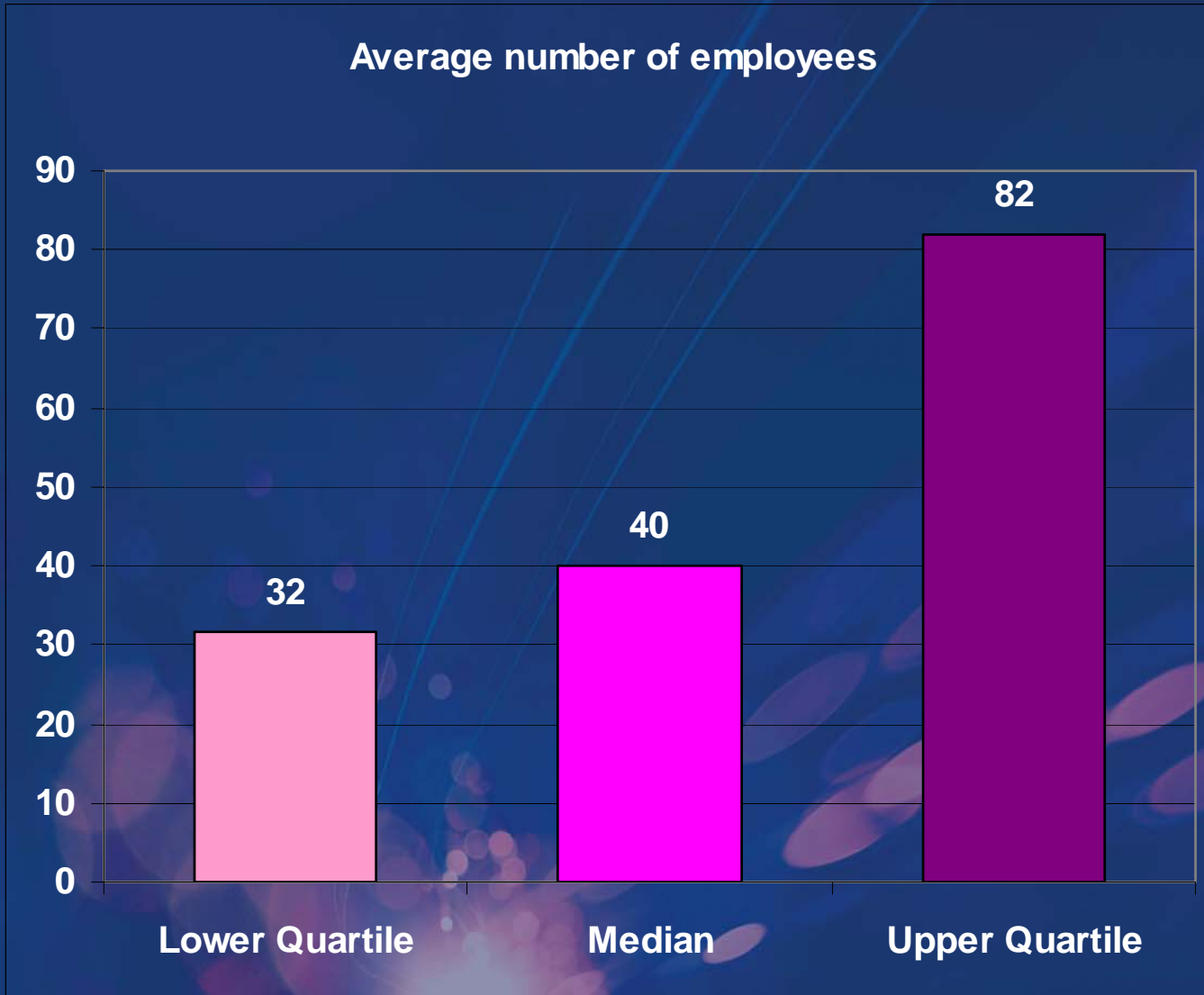
BenchMarking

- Data Trends of the Fabrication Group
 - General
 - Financial
 - Customer Related
 - Employee Related

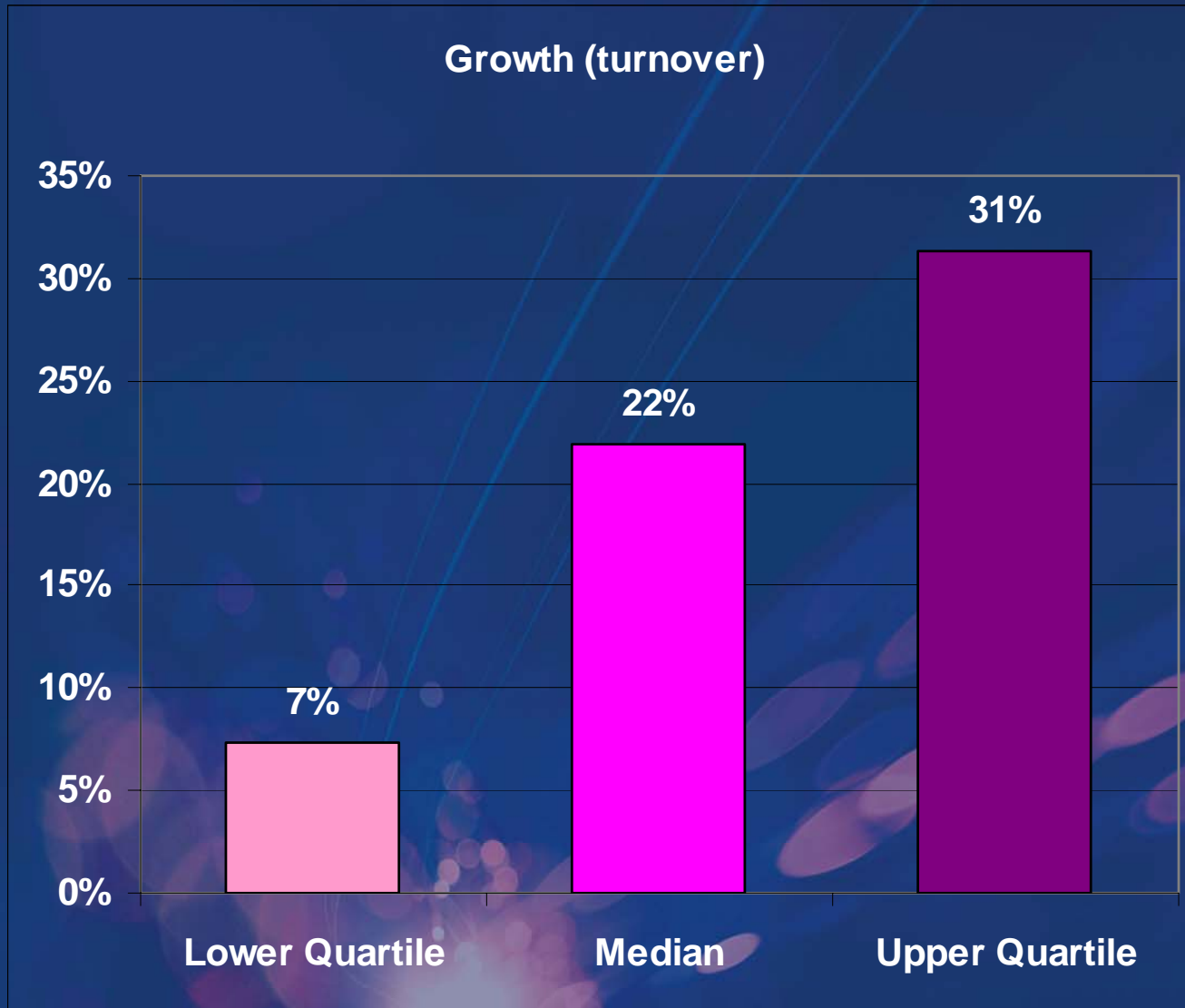
BenchMarking

- Data Trends of the Fabrication Group
 - General

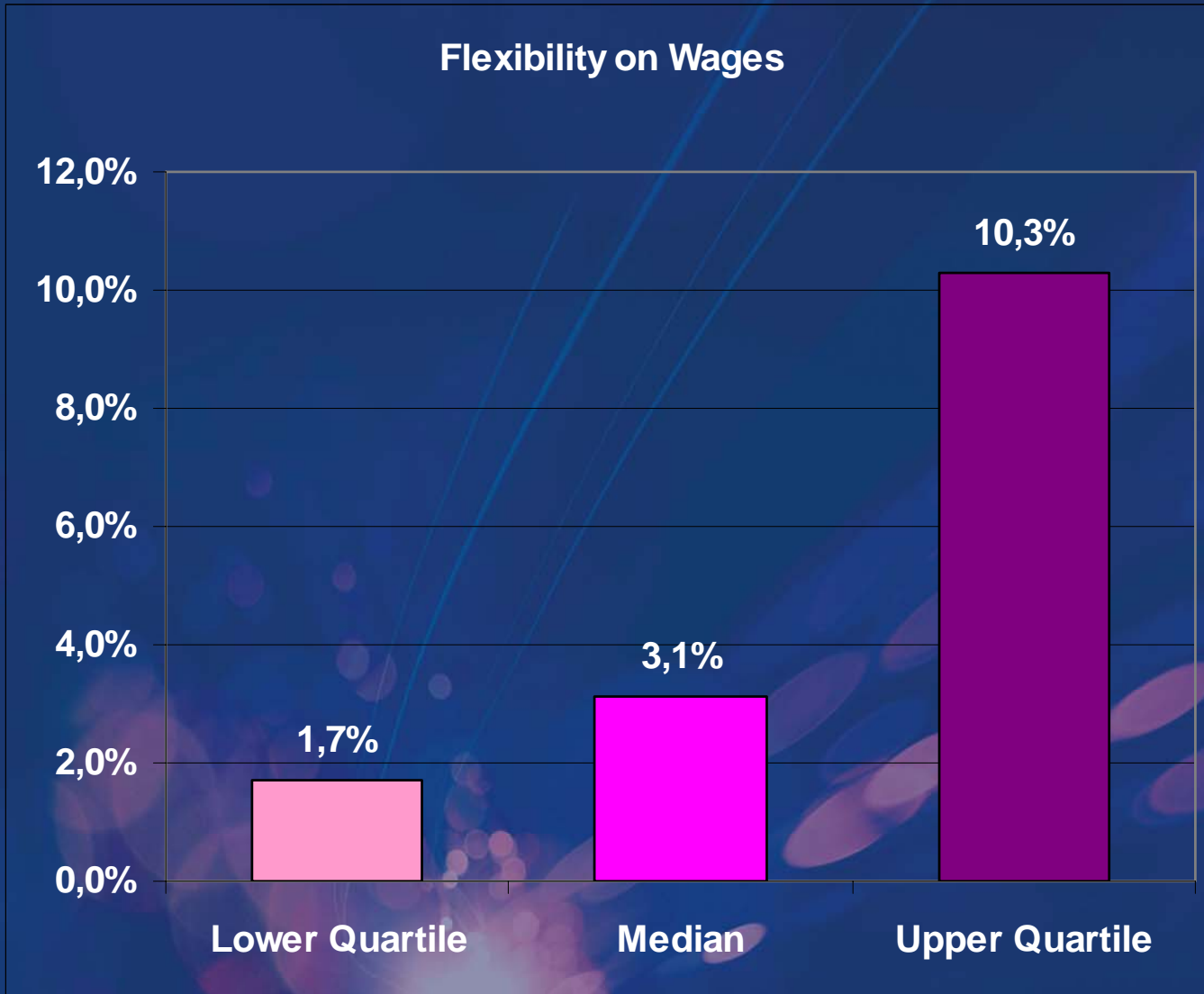
Benchmarking



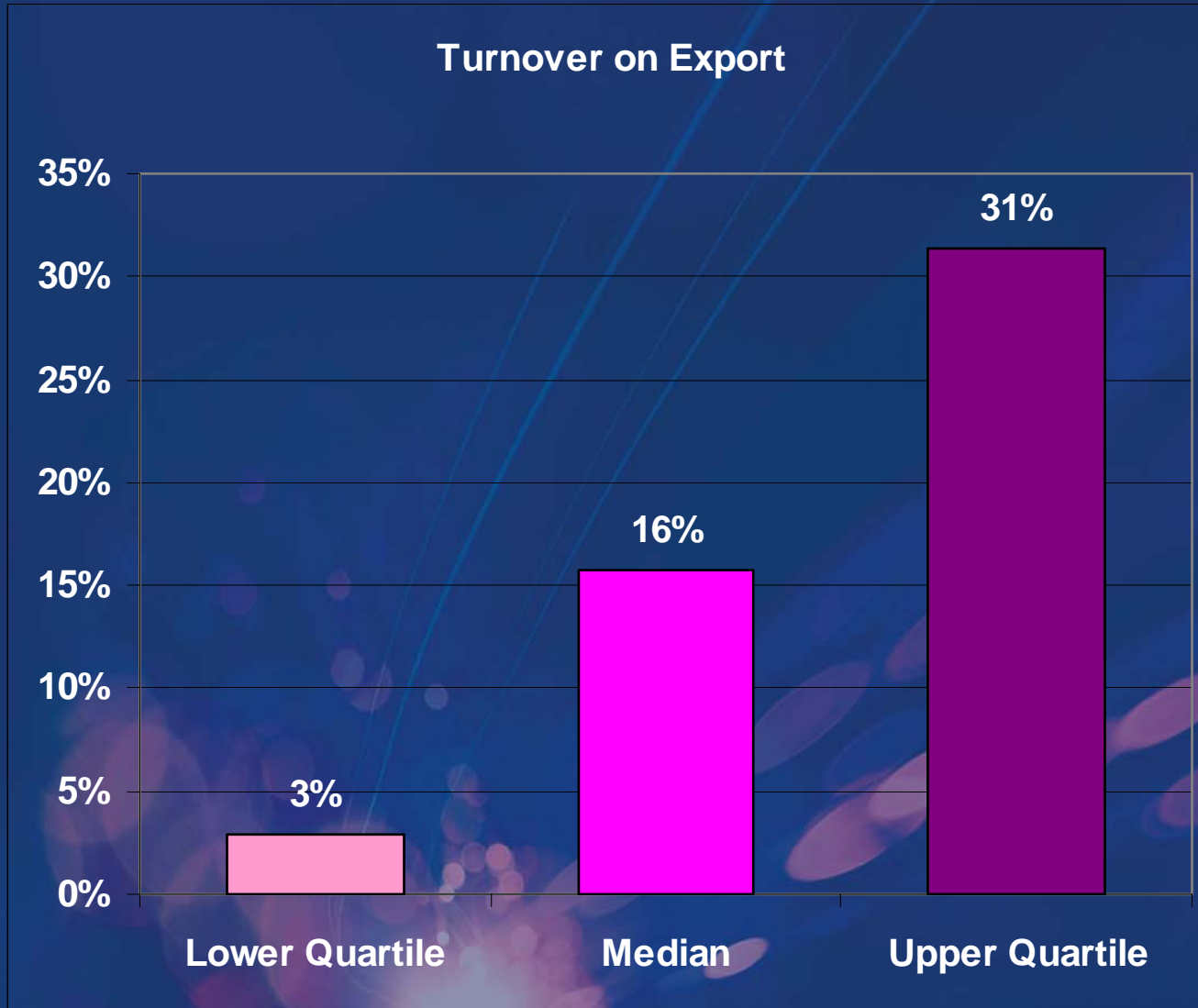
Benchmarking



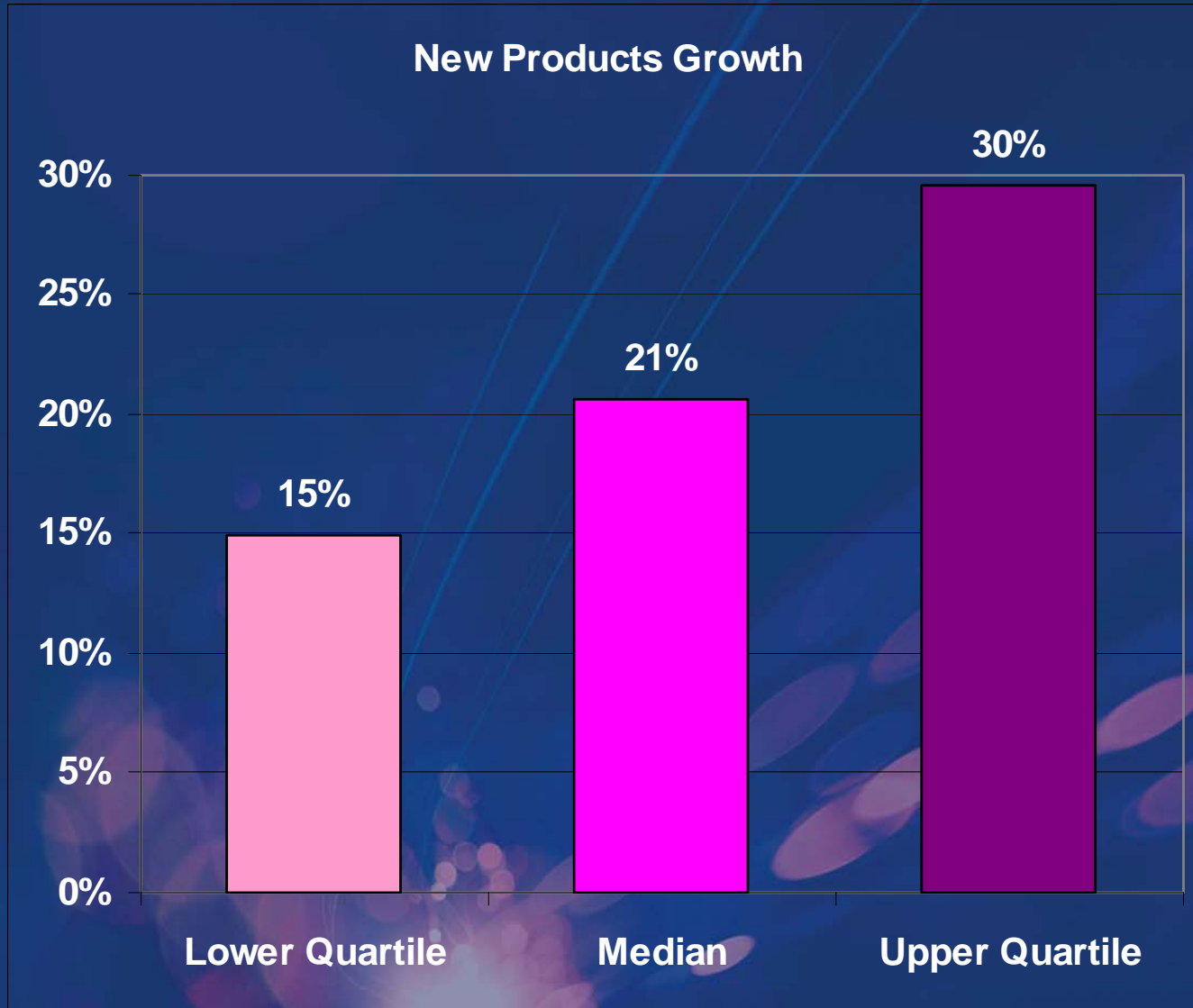
Benchmarking



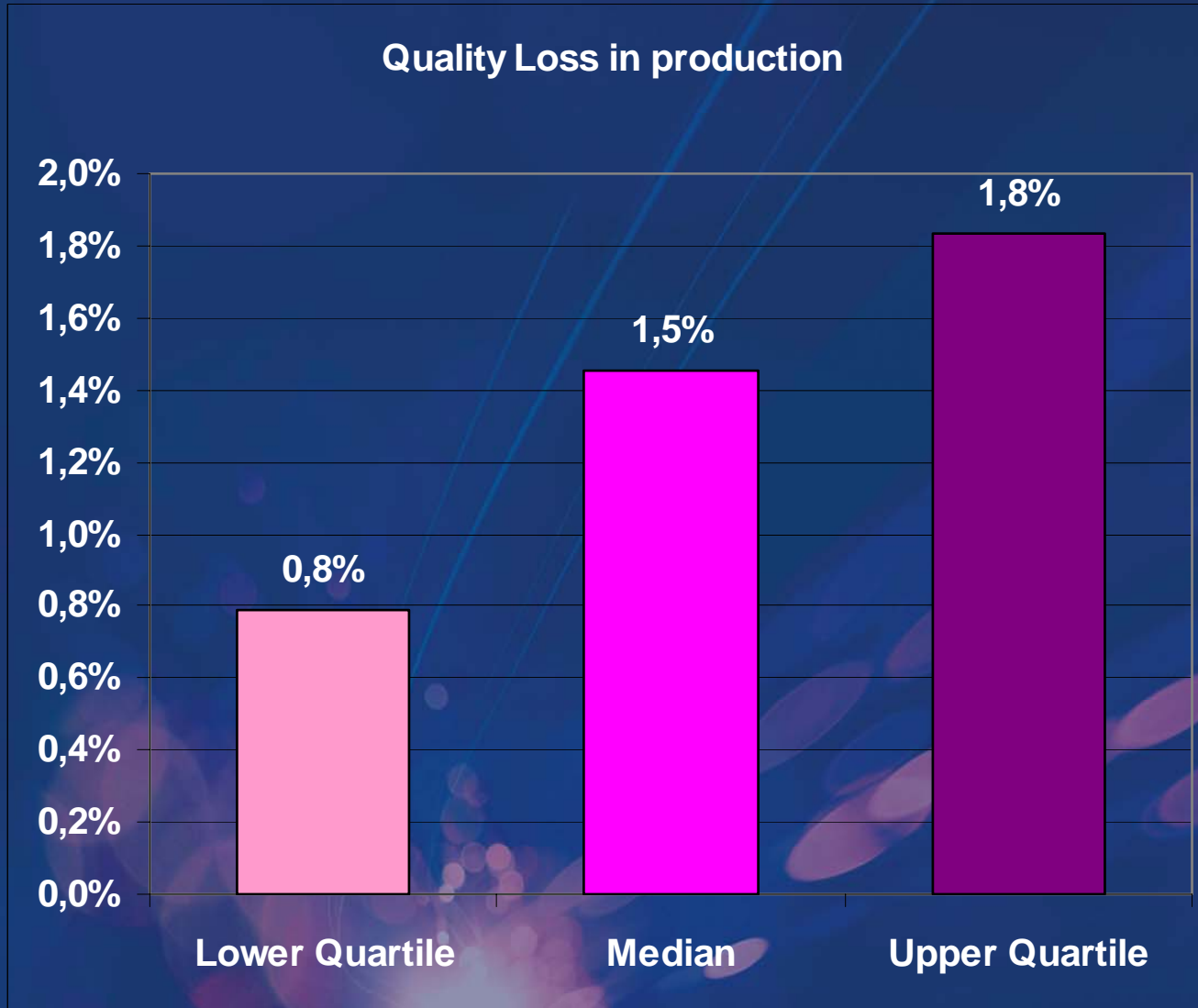
Benchmarking



Benchmarking



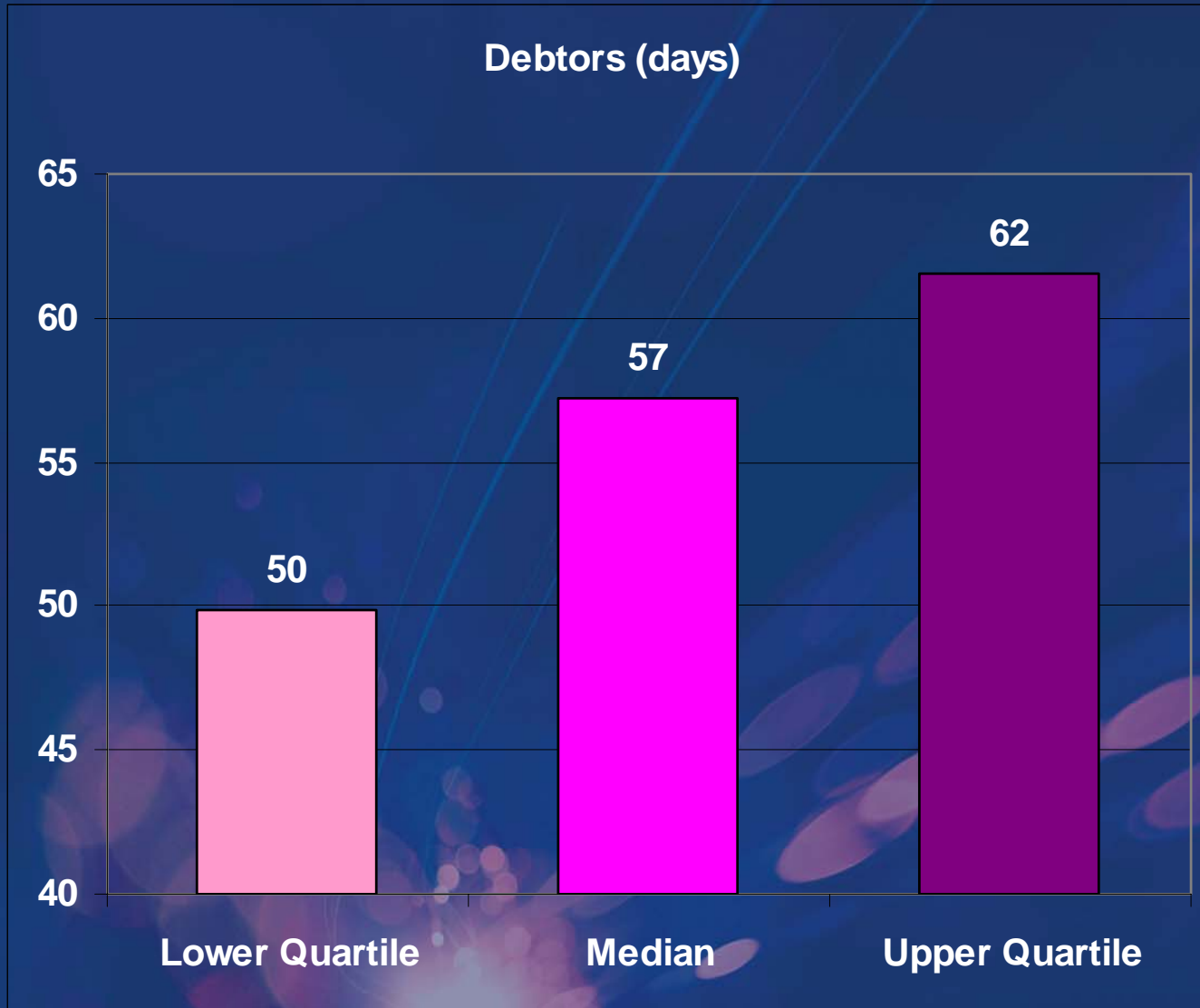
Benchmarking



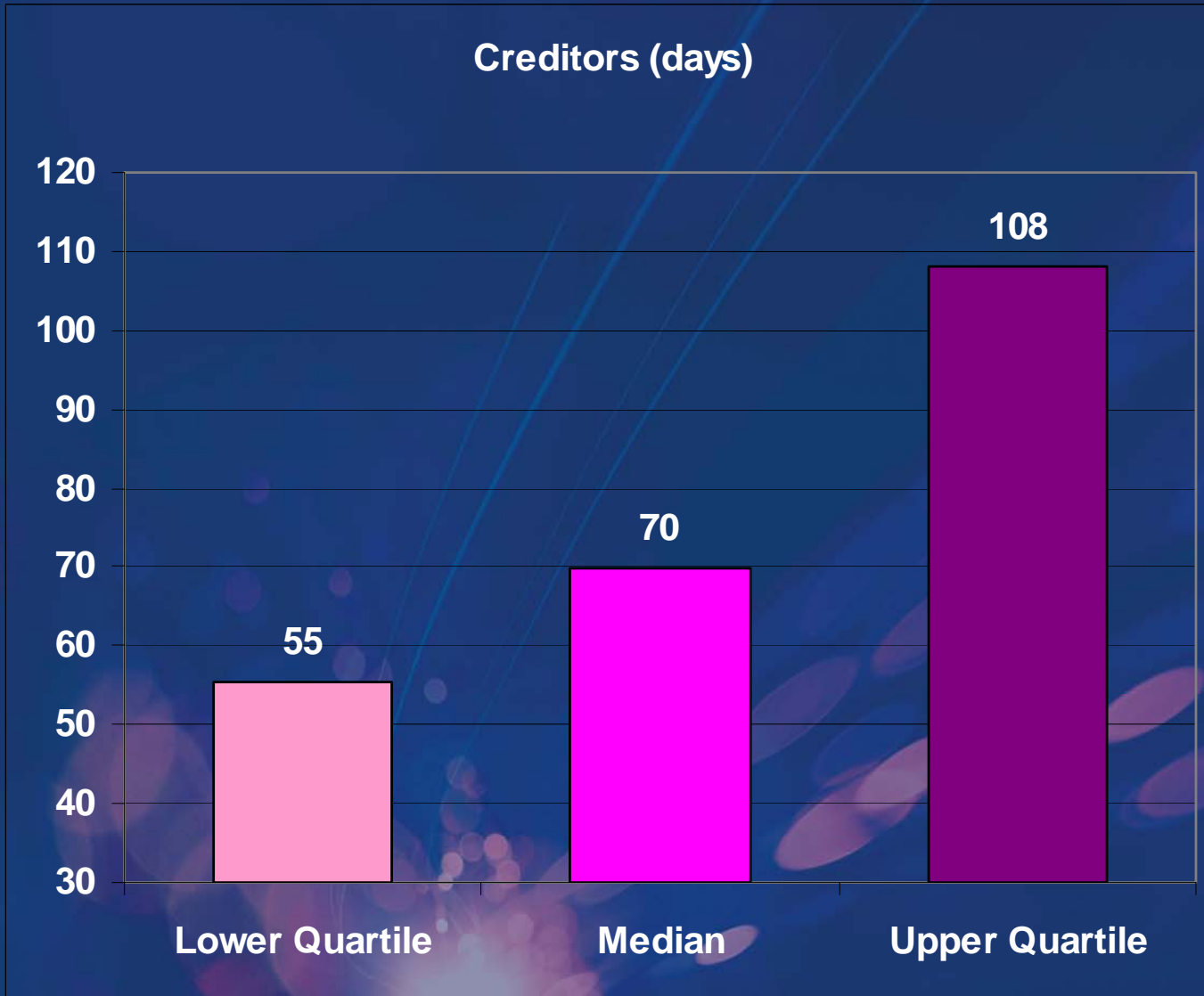
BenchMarking

- Data Trends of the Fabrication Group
 - Financial

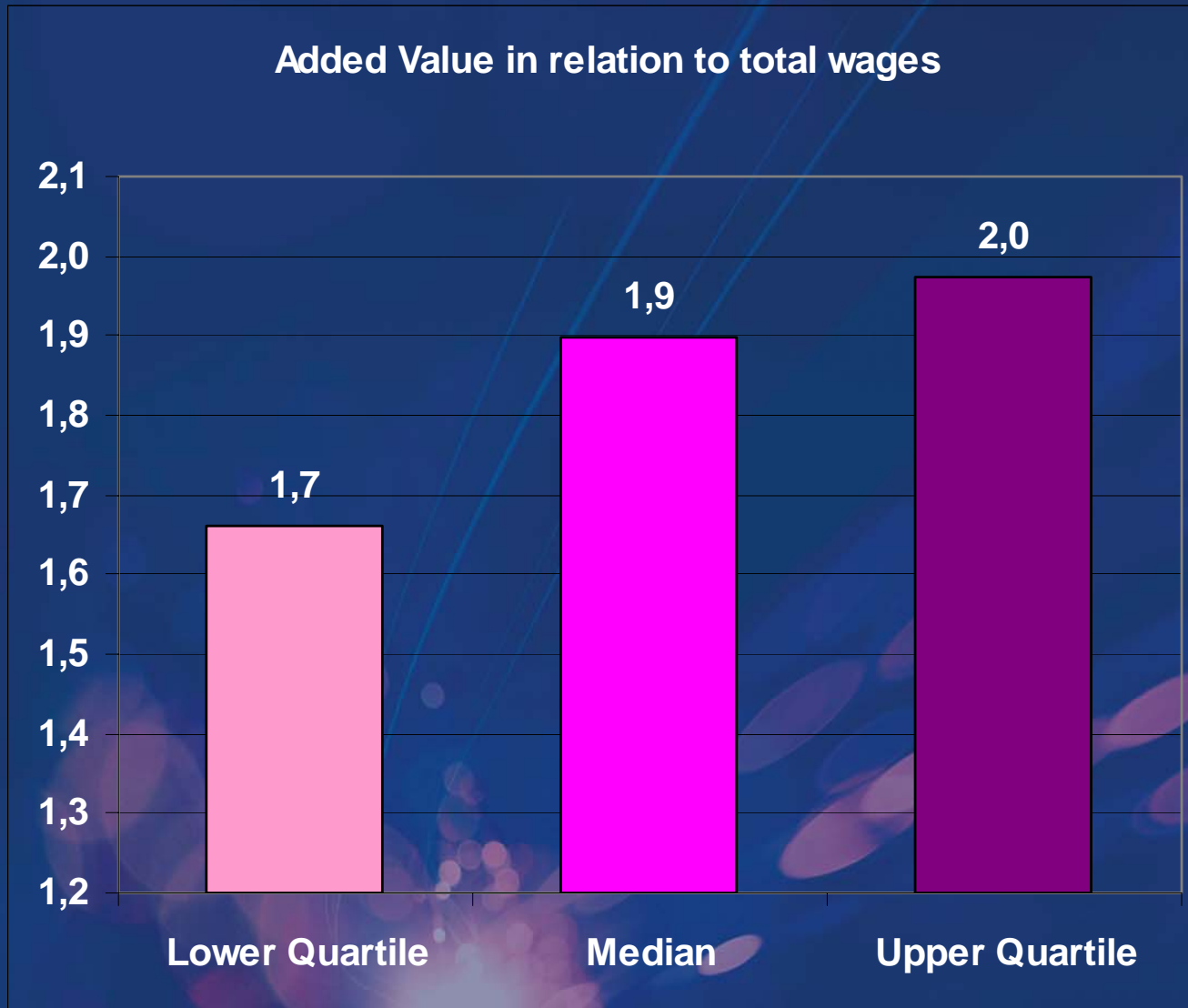
Benchmarking



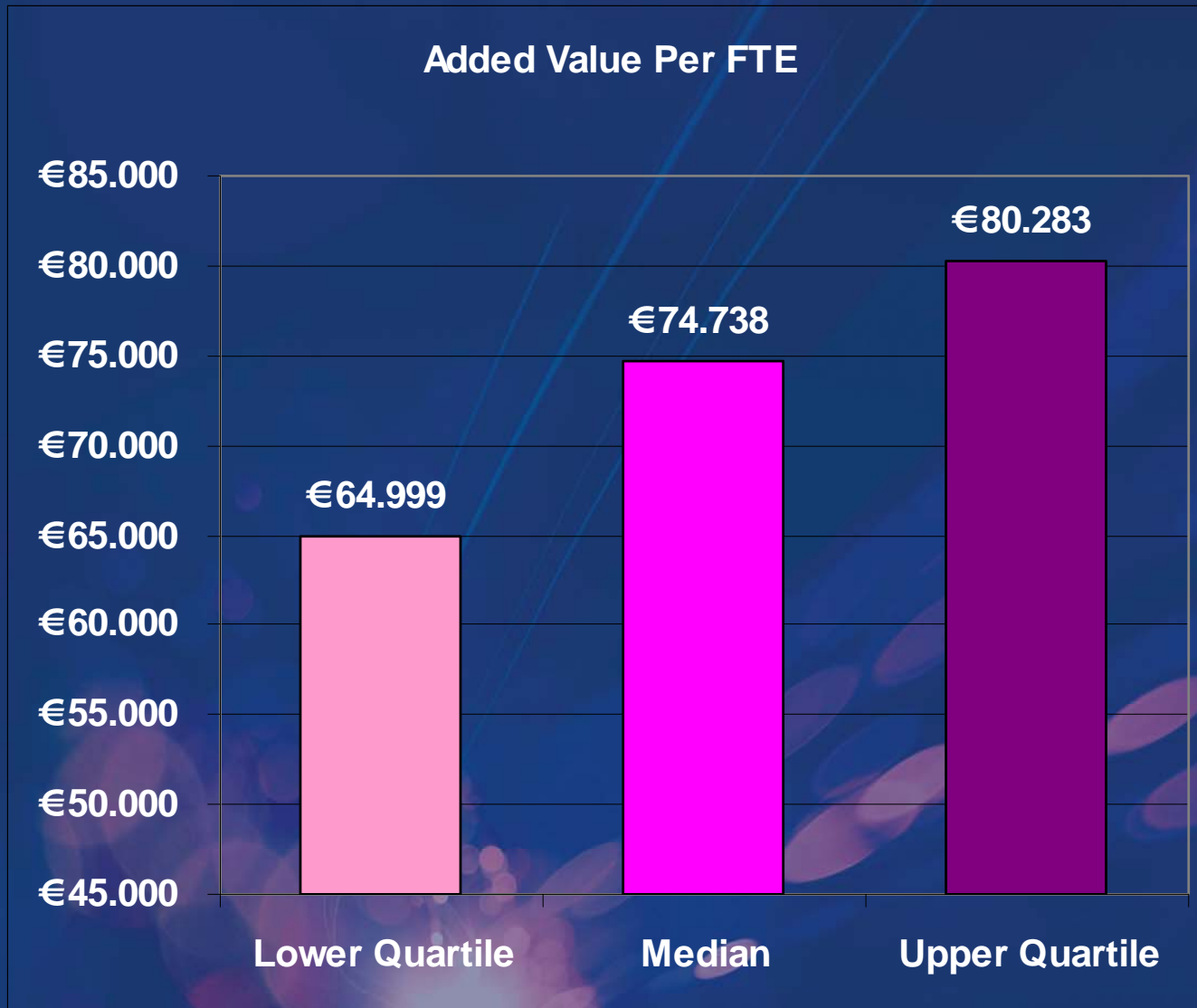
Benchmarking



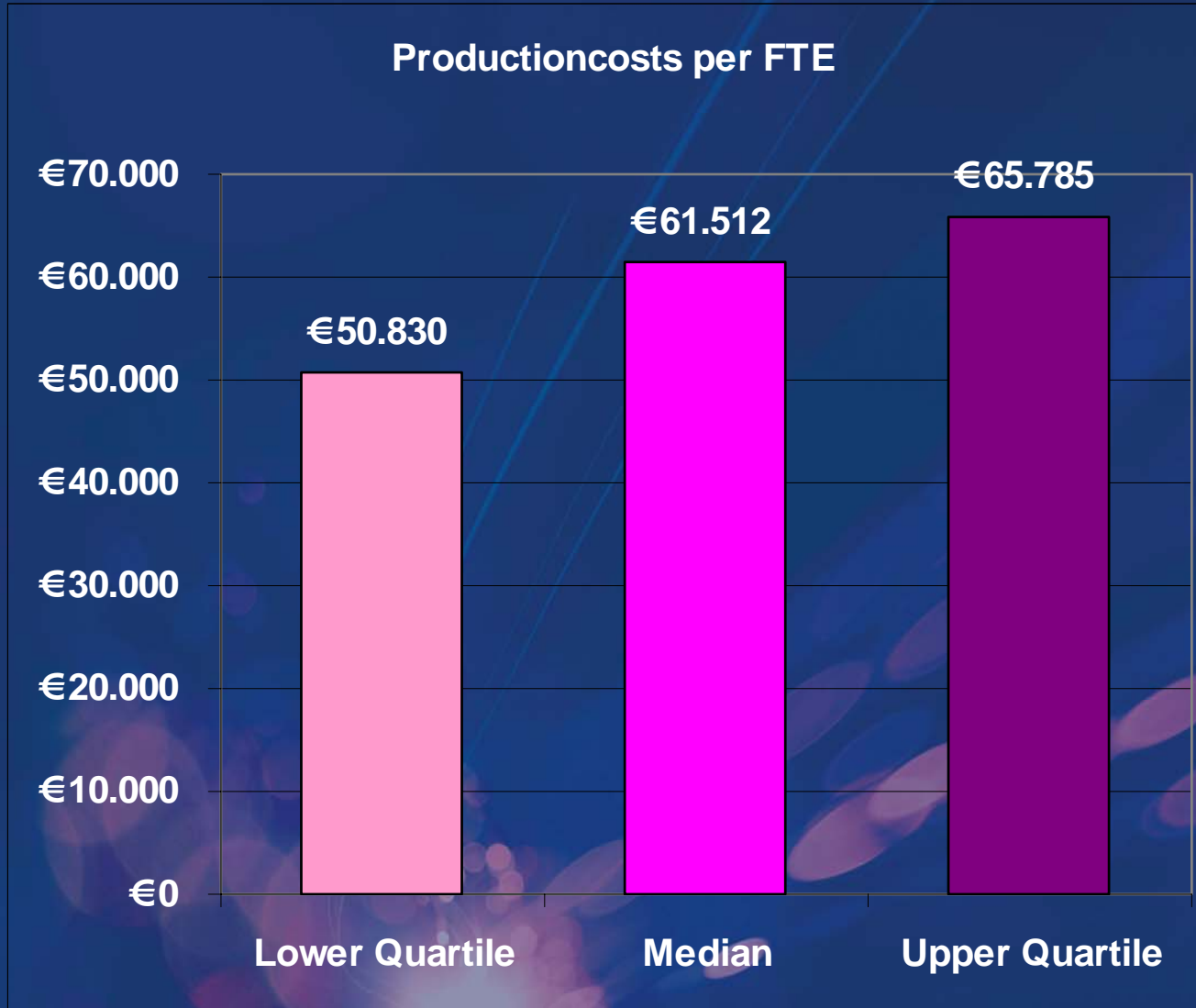
Benchmarking



Benchmarking



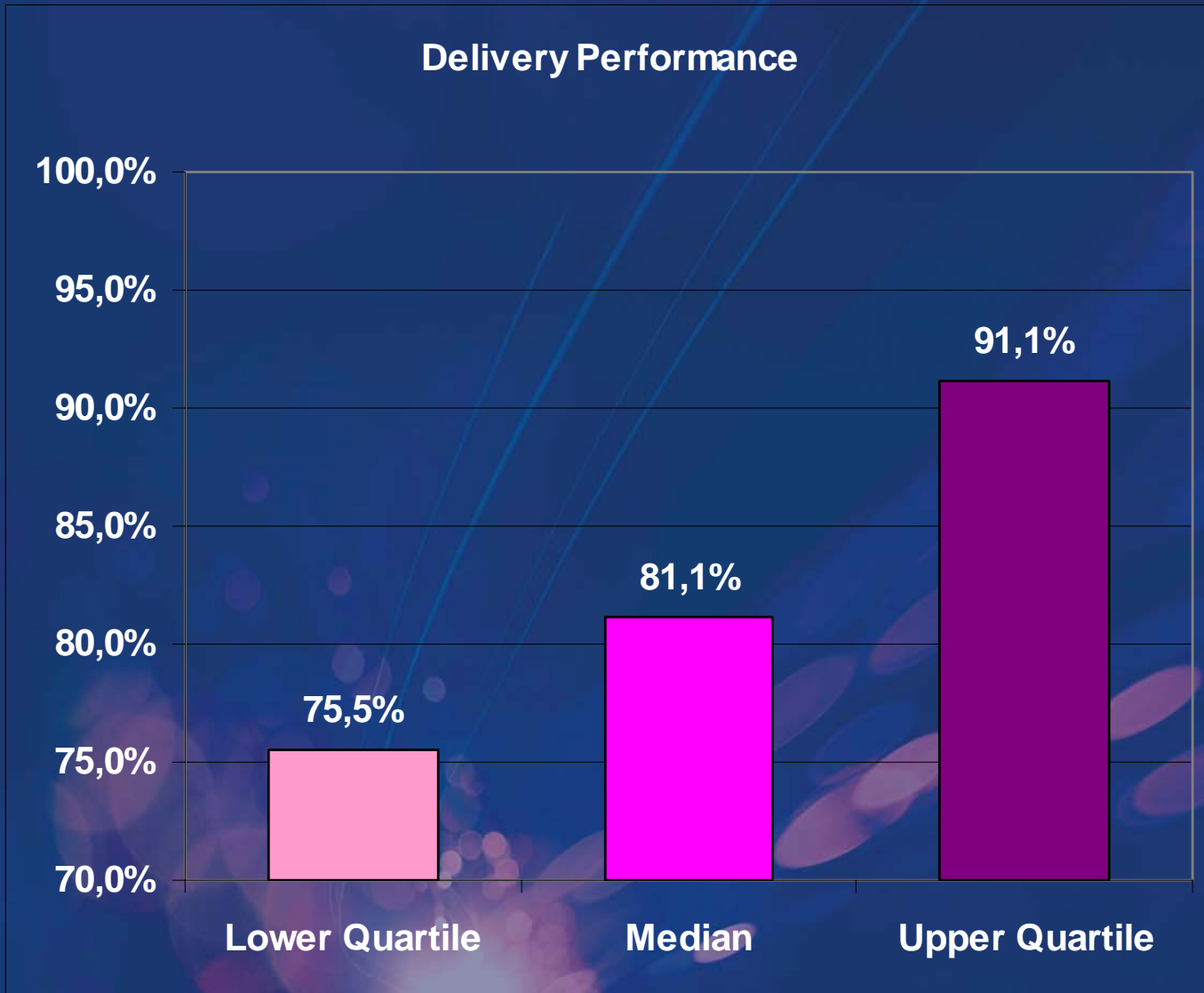
Benchmarking



BenchMarking

- Data Trends of the Fabrication Group
 - Customer Related

Benchmarking



Benchmarking

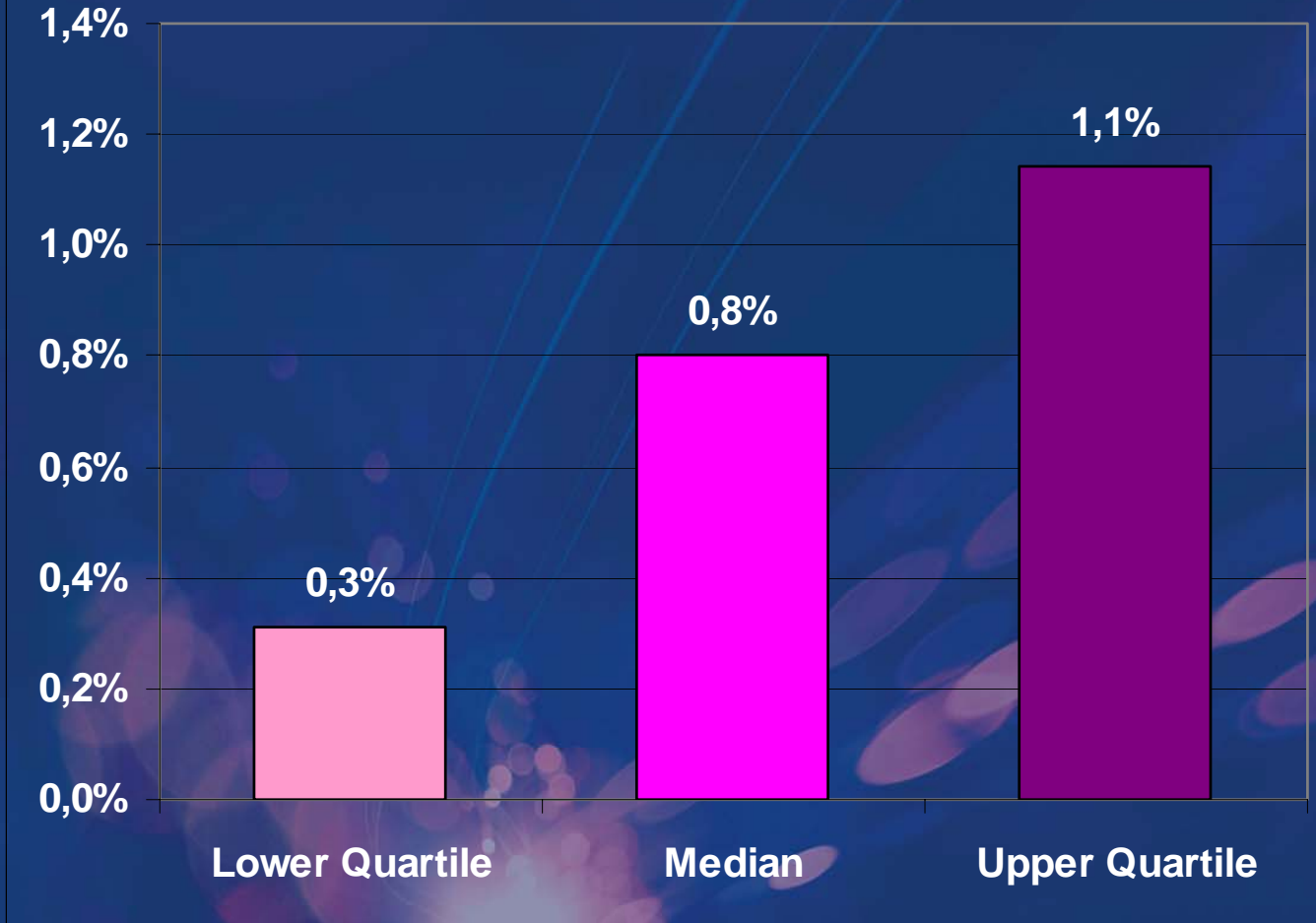


BenchMarking

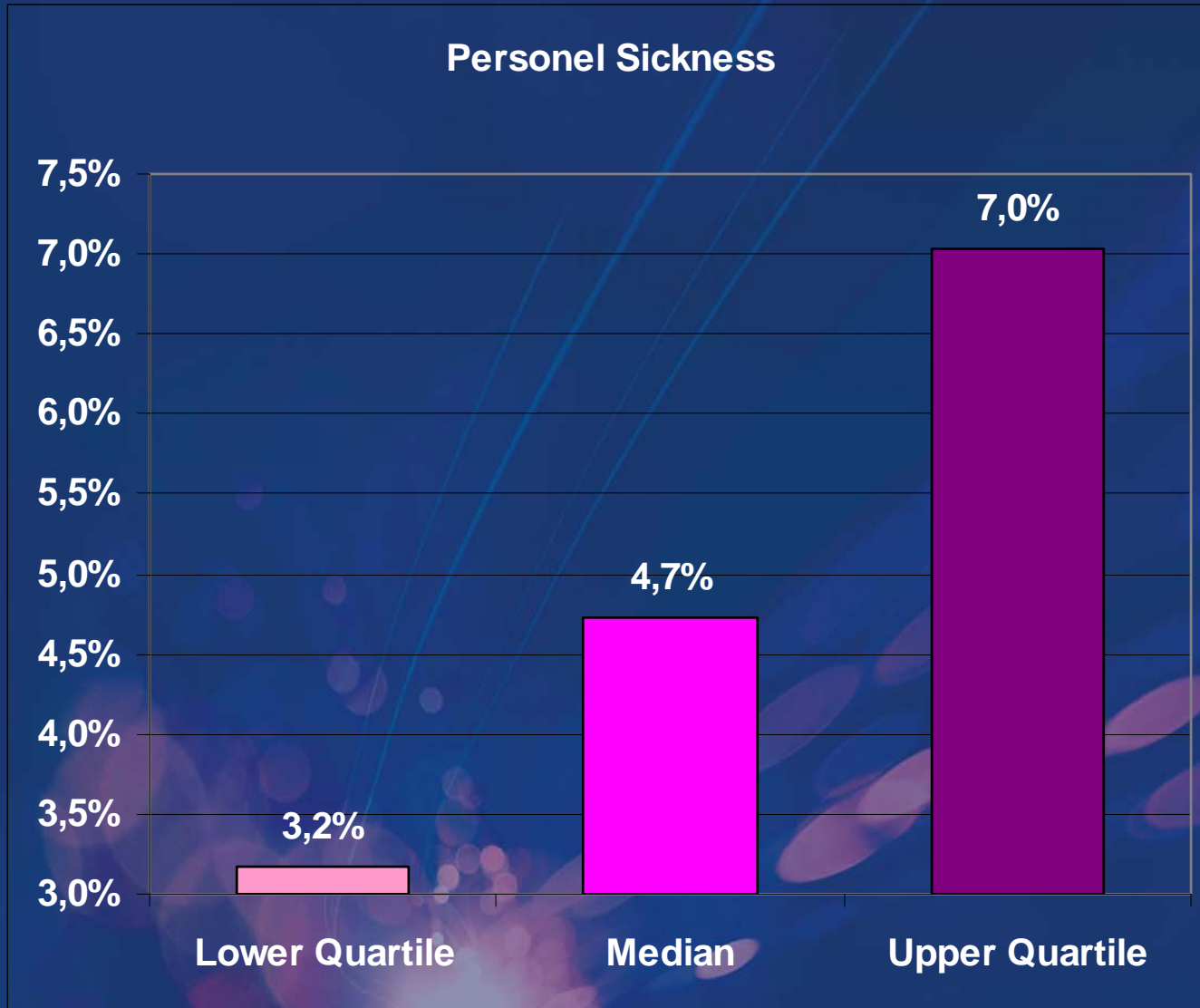
- Data Trends of the Fabrication Group
 - Employe Related

Benchmarking

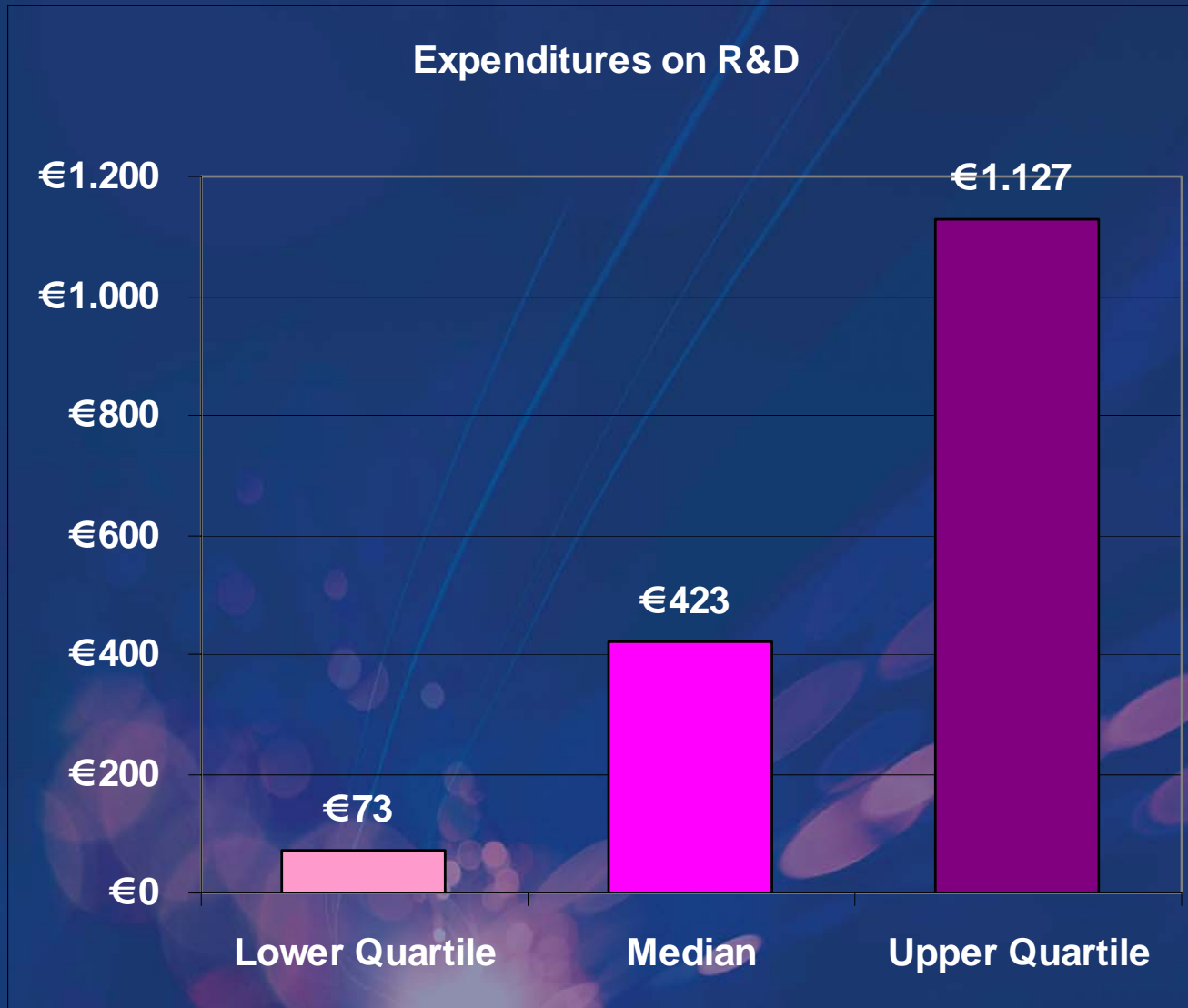
Training costs in relation tot total wages



Benchmarking



Benchmarking



BenchMarking

- Conclusions
 - High willingness of members to participate
 - Start of the round table discussions
 - Hunt for improvements has started
 - End of the Presentation.

BenchMarking

- Additional

BenchMarking

Definition Bench Marking.

Measuring your performance against that of best-in-class companies, determining how the best-in-class achieve those performance levels and using the information as a basis for your own company's targets, strategies and implementation (Pryor)

The search of industry best practices that will lead to superior performance (Camp)

BenchMarking

- To be a true market leader a company needs to excel in one chosen “value discipline”: Product Leadership, or Operational Excellence or Customer Intimacy, and be at least industry standard in the other two.

(Tracey & Wiersma)

Type's of strategy

Product leadership

Technology leadership through differentiation
'Best product'



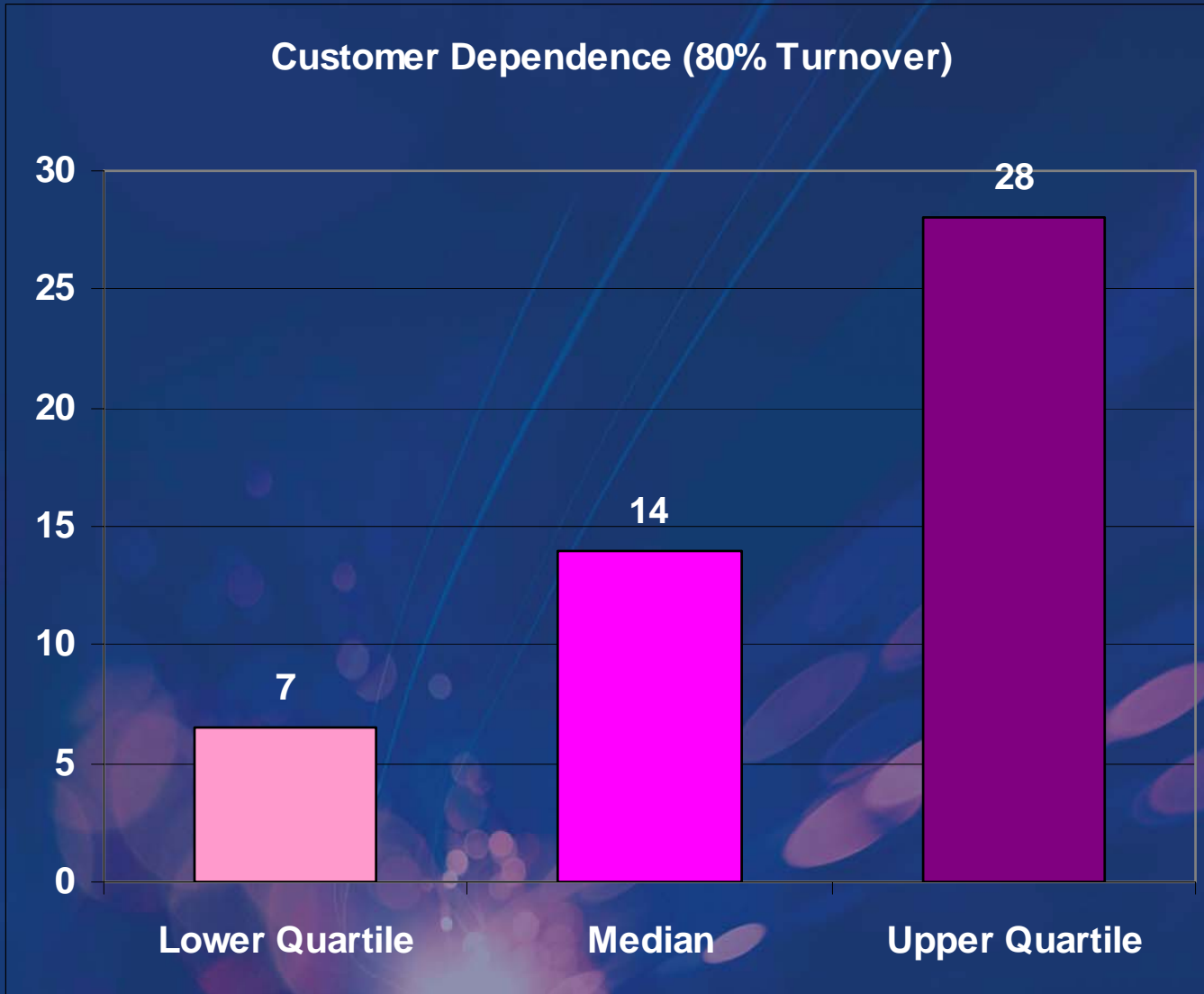
Operational Excellence

Cost Leadership
through operational competence
'Best total cost'

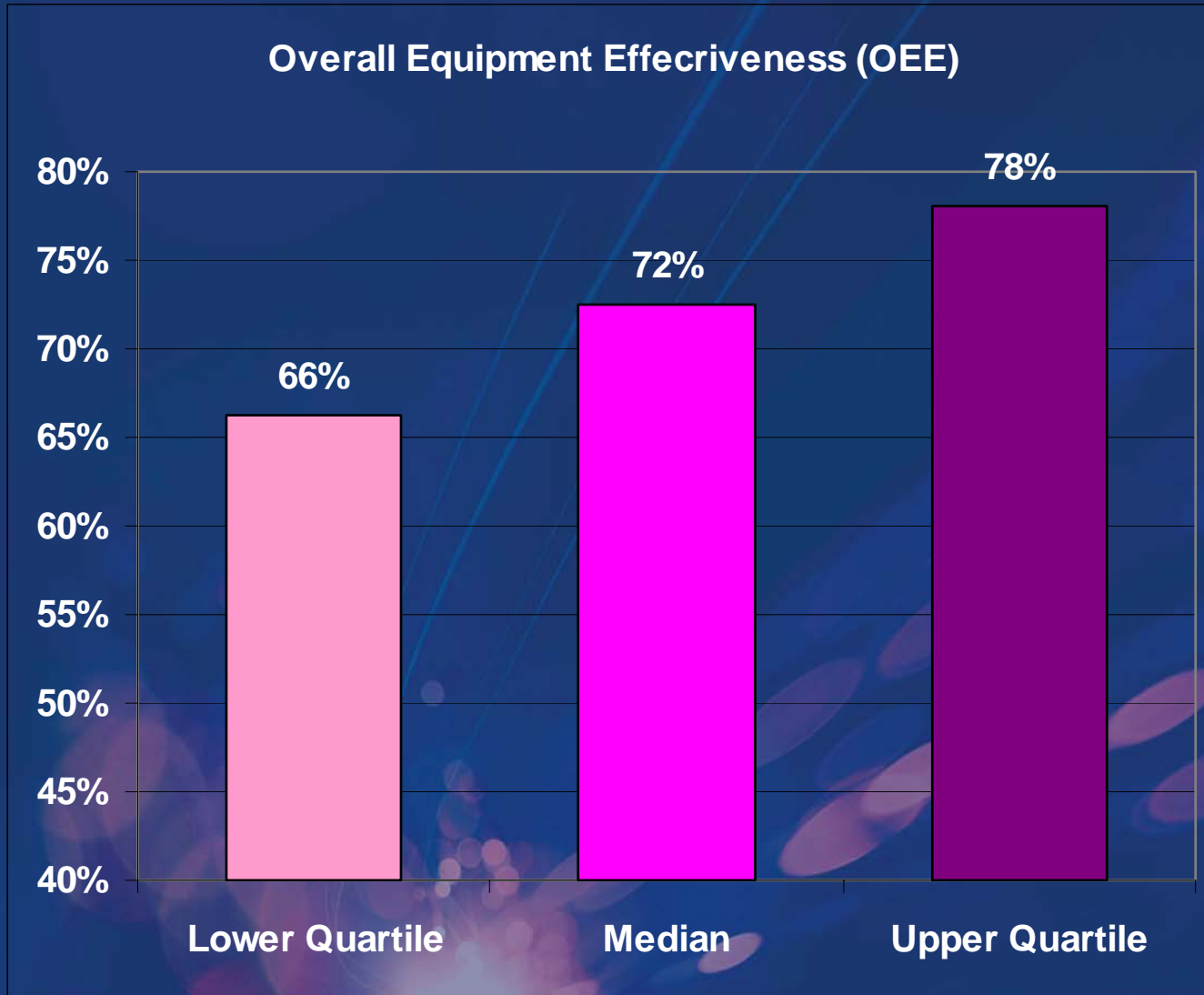
Customer Intimacy

Relation Leadership
through client responsiveness
'Best total solution'

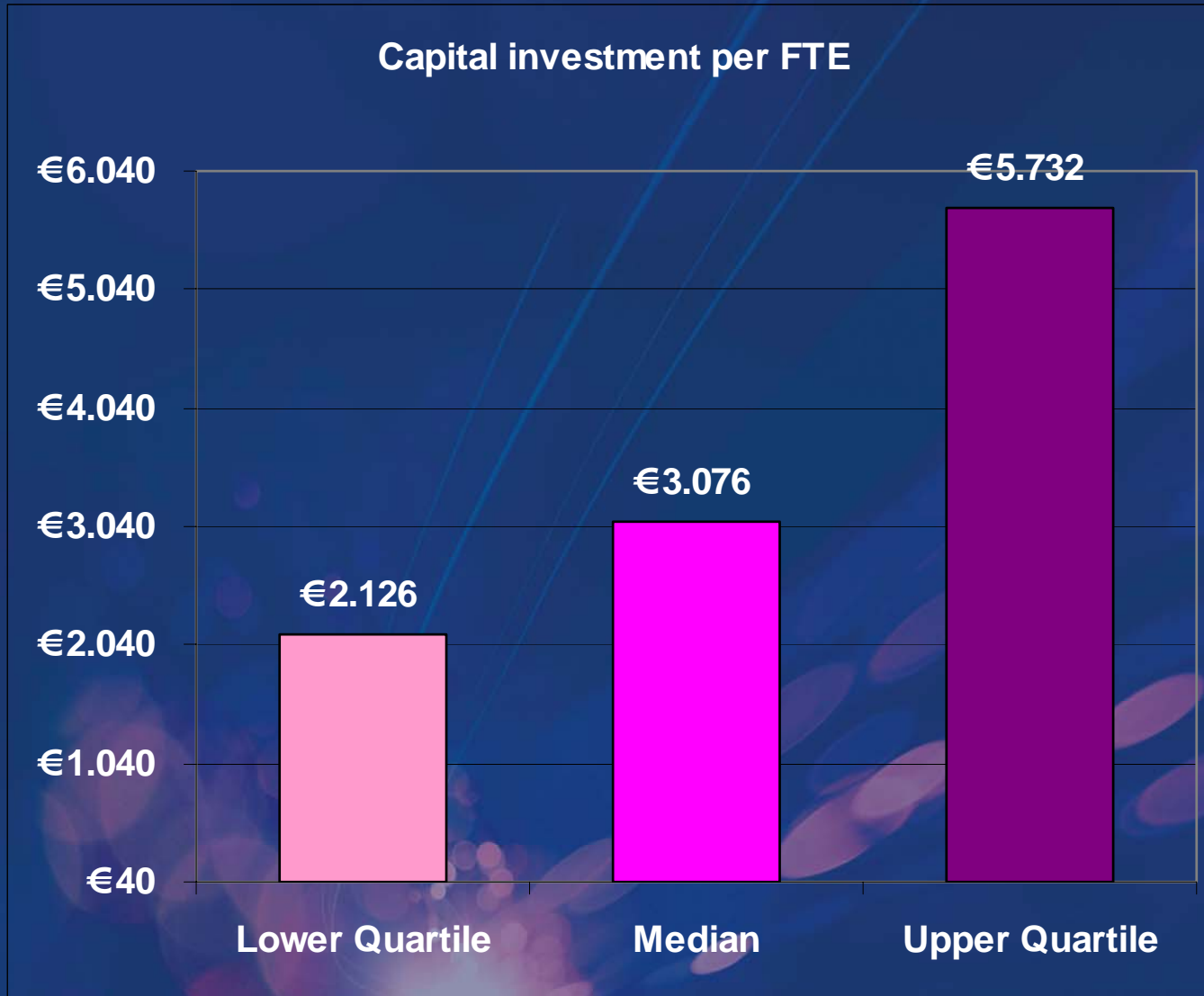
Benchmarking



Benchmarking

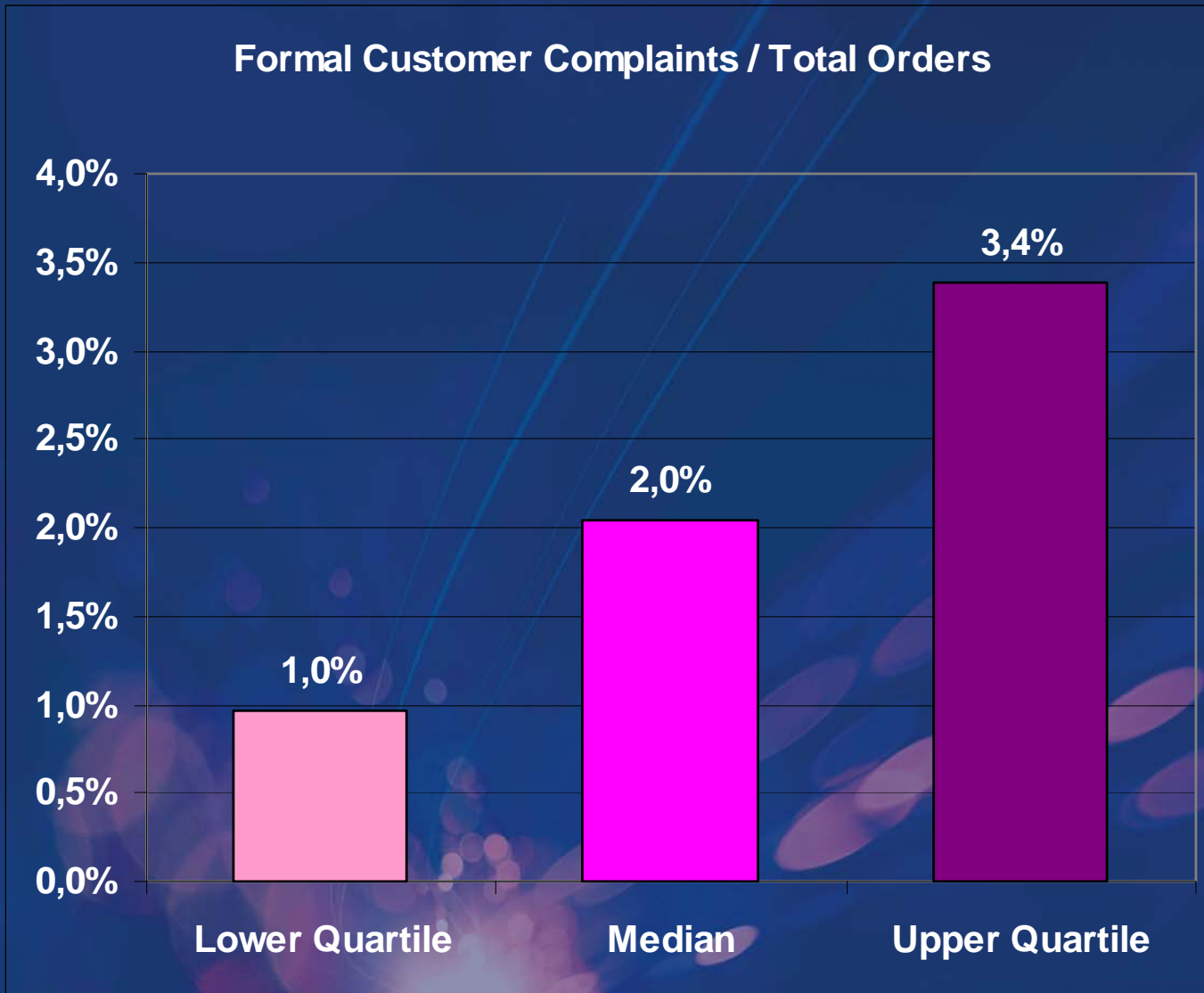


Benchmarking

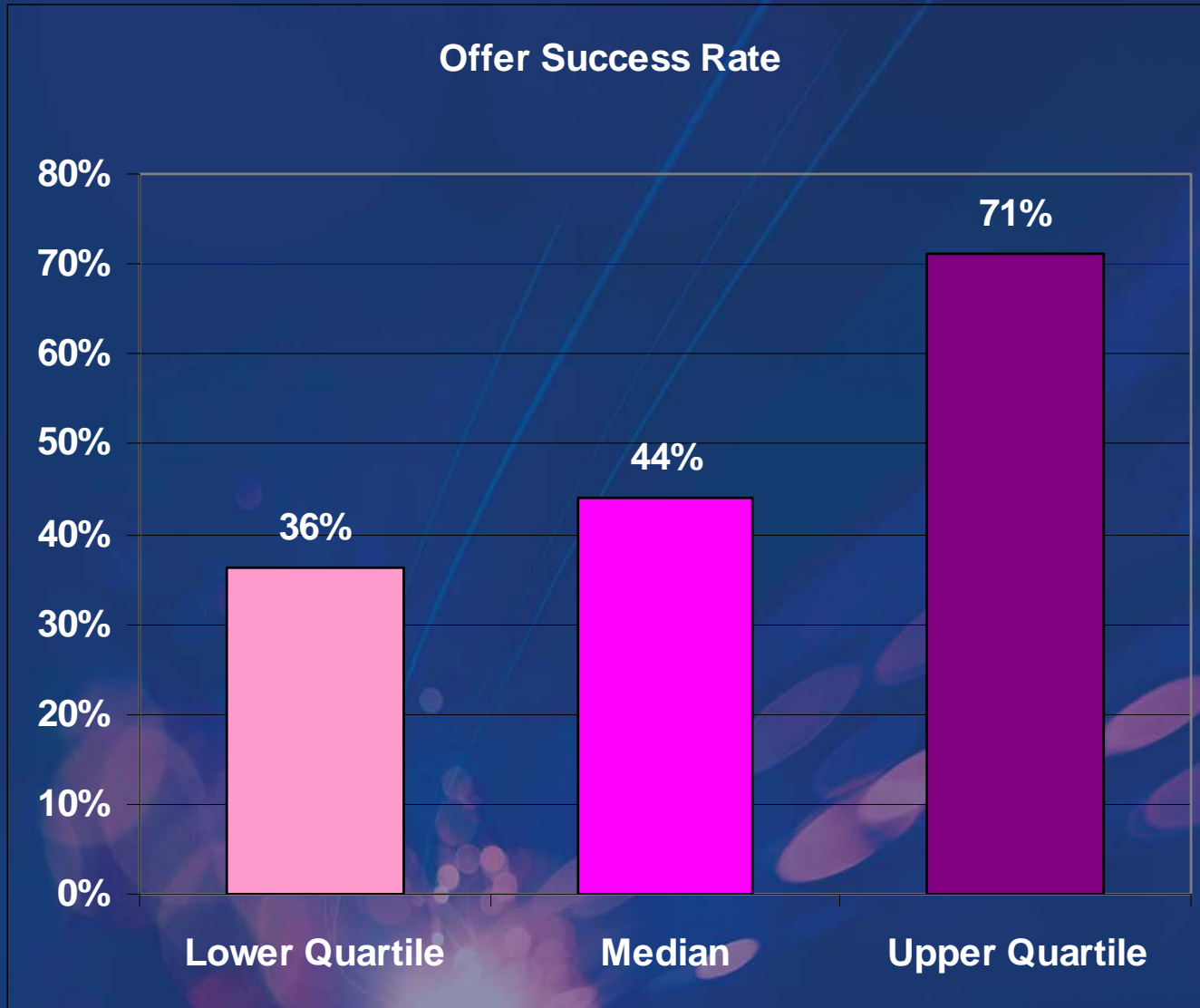


Benchmarking

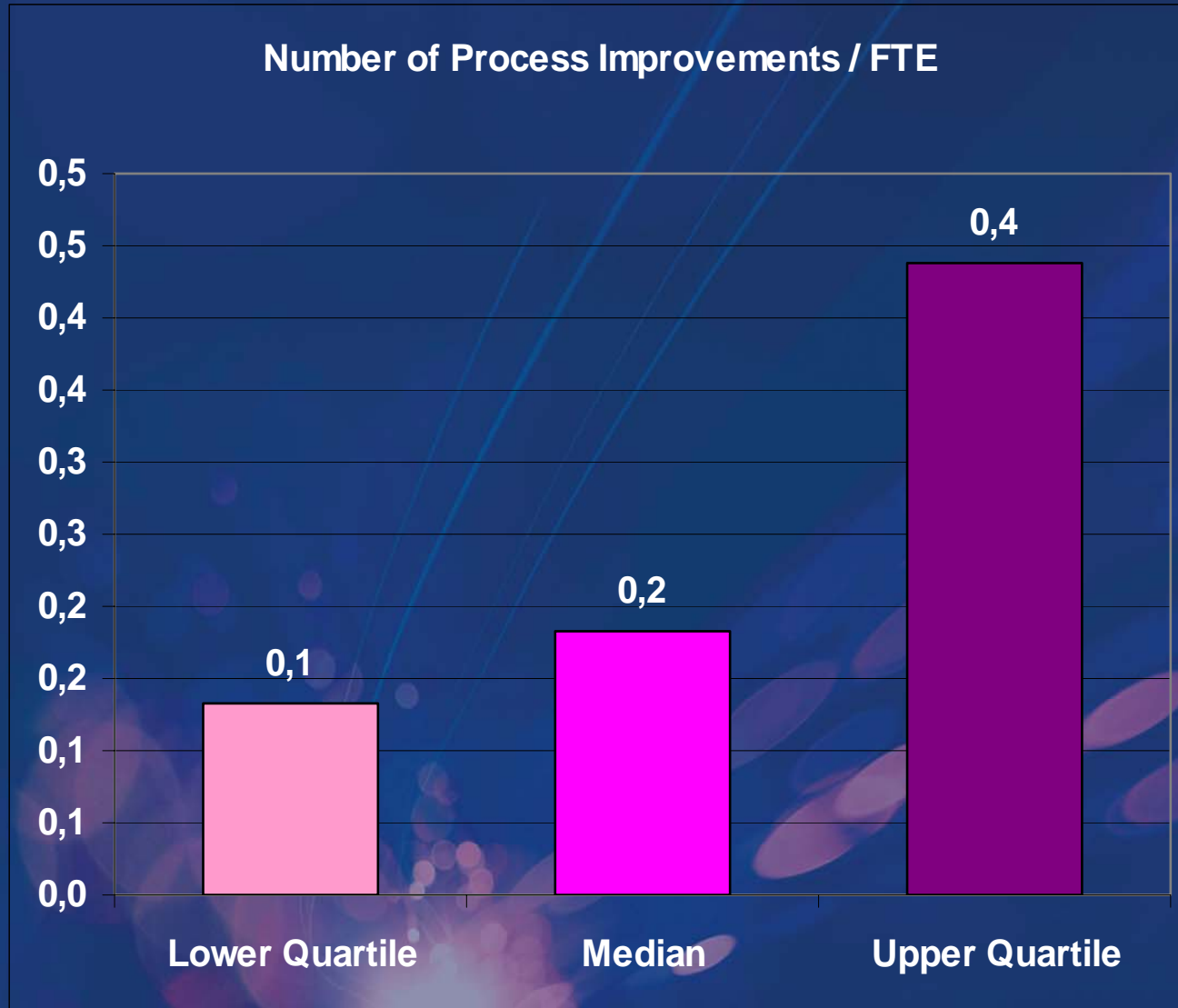
Formal Customer Complaints / Total Orders



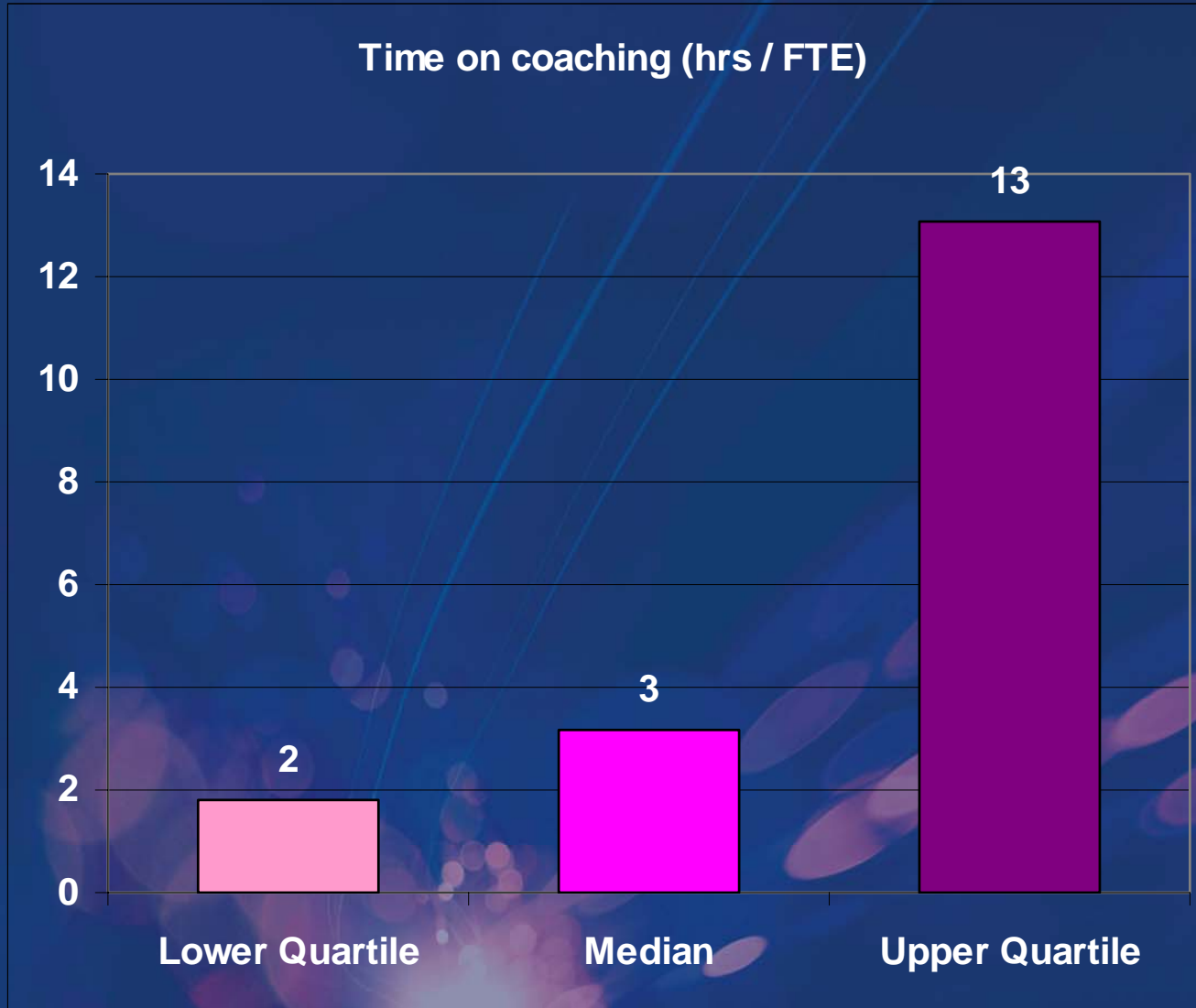
Benchmarking



Benchmarking



Benchmarking



Benchmarking

