

Honeylight Benchmarking & Performance Measurement

How should your industry measure intangibles and quantify the more intangible activities

Counting costs rather than measuring performance and demonstrating value to business is one of the reasons why some companies have not achieved a strategic role in many organisations.

Although several tools exist in the marketplace for measuring performance, finding the right tools will make the difference between just making it and excelling in innovation and value add. Too often measurement systems are driven by what is available rather than what is needed.

This course, which has been developed by Beverley Honig of Honeylight Enterprises and fine tuned for the Engineering profession, will provide you with a set of strategies and standards that you can use as a roadmap in the journey of benchmarking and performance measurement.

Who this Course is Suitable For

It is intended as much for those with years of experience in, benchmarking and performance management as it is for those seeking the practical fundamentals of performance measurement and benchmarking.

Learning Outcomes

- Knowing the value of Lead and Lag Indicators
- What is best to measure: Strategic, Organisational, Operational
- Measuring performance: standards and indicators, maintenance scorecard approach, performance measurement framework
- Applying the value of KPIs; linking benchmarking to performance measurement
- Governance: Effecting positive change in culture, systems and processes to enhance decision making and accountability
- Demonstrating added value to core business objectives and activities
- Benchmarking: efficiency and effectiveness measures
- Collaborative (statistical comparisons)
- Functional (comparing processes within/across industries)
- Competitive (specific processes within an industry)
- World-class benchmarking (best practice globally)
- Value add to organization
- Gaining value out of the benchmarking cycle
- Measuring both tangibles and intangibles

- Incentives v penalties
- Risk management and performance measurement

Benefits: Personal

- Become a guru in benchmarking & performance measurement
- Compare your methods with those of other providers and share stories
- Learn from other organisations as to what they value most and see as most measurable
- Be able to distinguishing between KPIs and other operational indicators.
- Share information on how to measure service outcomes v outputs
- Become familiar with other risk/reward/incentive models in the marketplace
- How your colleagues/ competitors handle performance measurement whilst realistically managing clients expectations

Benefits: Organisational

- Become a market leader by:
 - Knowing how you rate against others
 - Applying best practice in performance measurement
- Benchmark your performance against competitors and your own corporate best performance
- Become the preferred tenderer by using leading edge benchmarking techniques
- Provide evidence of corporate success in the external business environment.
- Synergise internal business unit drivers and property drivers

Program Format

This highly participative workshop style program blends a variety of different methods, including presentations, facilitated group discussion, live examples, project team work groups, exercises and case examples. We encourage participants to come in groups of 3 or more which enhances applied learning using cases from one's own organisations, whilst allowing participants to benefit from the collective experience of participants and presenters.



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With over 25 years experience, Honeylight Enterprises is a leading management consultancies globally, improving management through the provision of sound strategies and dynamic tools and techniques, enabling true application of sound business management.

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