

**Management Consultants to the Precast Industry**

## RESULTS IMPROVEMENT BULLETIN

*PRECAST BUSINESS RESULTS IMPROVEMENT BULLETIN*

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### **USE BENCHMARKING AND BEST PRACTICES TO DRIVE PERFORMANCE IMPROVEMENT**

Benchmarking and best practice comparison of your organization to others is a quick way to identify improved methods and targets for better performance. Precasters have good access to benchmarking opportunities because of the number of industry participants and the fact that many operate in a defined geographic region. Benchmarking and best practices sound easy but producing meaningful results is challenging.

Some questions:

- Have you used benchmarking and best practices comparison to help drive performance improvements?
- Has the benchmark and best practice activity been successful?

**MJS Management Services can help you identify benchmarking partners and develop successful benchmarking and best practice comparisons.**

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### **Management Issues in Benchmarking and Best Practices**

Some steps to effective benchmarking and best practice comparisons are:

- Determine the areas where you want to benchmark performance and develop best practices. This likely will focus on productivity and innovation for key processes in sales, engineering, production, construction or finance/administration.
- Identify benchmarking partners. Partnering with more than one other organization is helpful to provide a broader range of comparison and easier interpretation of results.
- Develop a benchmarking protocol to address such issues as confidentiality, assignment of tasks, and timetables.
- Develop benchmarking/best practice methods. This can be more difficult than expected and is a major reason why benchmarking results don't produce useful information. Most precast organizations sell and make their products in different ways and use different classification and reporting systems. These differences must be analyzed in advance so the benchmark information is produced in a common format. For example, to develop a production benchmark for double tees requires coordinated definitions of operation codes and labour categories, adjustments for form and production method differences and other factors
- Collect and analyse benchmark comparisons
- Develop the action plan to implement the process improvements.

Benchmarking is a very effective way to identify upgraded performance level targets for your organization. Best practice comparisons provide access to new ideas and innovation. The new methods can be observed in a working environment so the guesswork involved in trying innovative techniques is reduced. However, careful thought and preparation is required to produce meaningful benchmark and best practice results.