



# BENCHMARKING TRAINING MANUAL (WITH CD-ROM)

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Knowledge on best practices provides a competitive advantage for organizations in the knowledge-based economy. Enterprises must benchmark themselves against the best standards or practices worldwide to achieve a competitive advantage and business excellence. Such best practice benchmarking, however, is not easy for an organization to carry out on its own, because enterprises may not be familiar with sources of best practices, especially those in other countries, and organizations may be reluctant to share knowledge on their own best practices. In addition, the cost of gaining best practice knowledge could be prohibitive.

The APO established its Best Practice Network to enhance the productivity and competitiveness of enterprises in its member countries by generating, sharing, and transferring knowledge on best practices. The aim of the Best Practice Network is to help organizations overcome the difficulties and undertake international benchmarking. The network is designed to solve accessibility problems and to adapt and innovate on the best practices in other countries, while using its linkages with national productivity organizations (NPOs) located throughout Asia and with other productivity and quality organizations worldwide.

This publication is a training manual to assist NPOs and their client organizations to participate in the Best Practice Network. The manual is also a practical “how-to” guide that will help national productivity organizations in dealing with the basic concepts of benchmarking, and a hands-on benchmarking guide explaining how to conduct benchmarking to improve processes and practices within the client organizations of NPOs. Its workbook-style format permits use and reuse for enterprises of every type and size.

This manual, which comes with a CD-ROM, is also intended to be a reference for enterprise participation in the Best Practice Network. Copies of the manual will be distributed to NPOs participating in the APO Best Practice Network for use in locally established networks. NPO representatives will use the manual to brief interested client organizations on the methodology, assuring standardization in benchmarking exercises during the planning, integration, and action phases. Follow-up activities and the code of conduct are also described in the publication.

A companion volume, *Compendium of Best Practice Case Studies in Asia*, is also available in both print edition and e-edition. The latter is available on the APO Web site at [www.apo-tokyo.org](http://www.apo-tokyo.org).

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