

Reading: Benchmarking Techniques

Using Benchmarking Techniques

To benchmark techniques you should:

- List any important questions you have about the planned change. Identify some strategies for finding the answers, such as talking to experts, observing other work groups, reading books, and attending seminars.
- Identify exemplary organizations that have implemented changes of the same magnitude. Consider other agencies inside and outside of HHS, private sector companies, and not-for-profit institutions. Visit and study these organizations. Discuss effective strategies and lessons learned.

Identifying Exemplary Organizations

To identify exemplary organizations, you should:

- Look for case studies in management literature.
- Talk to organizational development or human resource consultants.
- Research organizations that have shown excellence in many areas. They may provide ideas for how to design new or improved processes or systems for your organization.