

## COER News – Benchmarking, Business Excellence and Best Practices

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Hello [COER News](#) readers

20 May 2015

This is a quick update on COER's recent activities and events that you may wish to get involved in.

### 4th International Best Practice Competition:

At the moment we are busy planning for the [4th International Best Practice Competition](#). This year it will be held in Manila, Philippines courtesy of the [Development Academy of the Philippines](#) and our sponsors the [Abu Dhabi Chamber of Commerce](#) (who were the hosts in 2014).

If you have not been to the Philippines before this is your chance for a once in a life-time experience. I have been lucky enough to experience the Philippines on numerous occasions and always enjoy the warmth of Filipino hospitality often accompanied with lots of food, laughter and singing! Watch it is [More Fun in the Philippines](#) video to get a taster.

The date of the Competition Event in the Philippines has still to be announced. It will be held in November but we are waiting for some further information before confirming the exact date. To submit your Best Practice entry please visit <http://www.bestpracticecompetition.com/entry-form/> where you can download an entry form. **The First Call for entries closes on 7 August.**

Last year we had 52 entries with 32 qualifying to the Competition Event. Entries were received from 12 countries. This year we would like to do even better!

The winner of the International Best Practice Competition in 2014 was **Al Jazeera International Catering LLC, UAE** with a best practice titled '*SPEARS Methodology for Employee Empowerment and Inculcating Excellence*'. [Watch the video of their best practice.](#)

### COER's workshops:

**Benchmarking for Excellence Workshop, 1/2 June 2015, Dubai, UAE.** To register contact, [salman@dgg.org](mailto:salman@dgg.org)

**Benchmarking for Excellence Workshop, 28/29 September 2015, Singapore.** To register contact, [registration@mgdelxis.com](mailto:registration@mgdelxis.com)

All 2014 finalists of the GBN's Global Benchmarking Award were users of COER's **TRADE Best Practice Benchmarking Methodology**. Contact us for an In-house Workshop, [trade@coer.org.nz](mailto:trade@coer.org.nz). We have conducted training in over 15 countries in the last two years.



## COER's research projects:

- Our research shows that [67 countries have a business excellence award](#). *Is your country one of them? Please check our list and let us know if we have made any mistakes.*
- We have just started an [Excellence Without Borders](#) project on the "design, deployment and impact of National/Regional/Sectoral Business Excellence (BE) programs". If you are responsible for a Business Excellence Award at a National, Regional or Sectoral level and would like to participate please let me know.
- Informal Benchmarking – What is it and how can it be done effectively? For more information [visit here](#).
- Use of Benchmarking in Schools and School Systems. We are currently interested in hearing from schools and school systems that actively learn from other schools and school systems. Please contact Rubab Malik, [rubabmalik@gmail.com](mailto:rubabmalik@gmail.com), for more information.
- Assessing the strategies and services of 16 National Productivity Organisations (NPOs) within Asia. This project, on behalf of the [Asian Productivity Organisation](#), aims to assist the NPOs and APO raise productivity levels in Asia. The final report is likely to be published within the next two months.

## The latest news posted on our BPIR.com best practice resource is shown below, enjoy!

- The Baldrige Approach to Innovation.....[read more](#)
- Measurement Madness.....[read more](#)
- Workplace Stress as a Trigger for Addiction.....[read more](#)
- Hiring the Right Person.....[read more](#)
- Are we seeing the rise of a disruptive new business model?.....[read more](#)
- Insights from Leaders of 2014 Baldrige Award Recipients (Part 2).....[read more](#)
- Sheikh Mohammad launches fourth generation of government excellence system in Dubai.....[read more](#)
- Insights from Leaders of 2014 Baldrige Award Recipients (Part 1).....[read more](#)
- At Boeing, Innovation Means Small Steps, Not Giant Leaps.....[read more](#)

The BPIR.com now has over 100 Best Practice Videos in its member's area. To view these and access other membership benefits [click here](#).

## Read our latest best practice report:

### Best Practice Report: Mental Toughness

- Mental toughness-or resilience-is both a natural attribute and a learned behaviour. It helps people carry on during difficult times and, as a result, grow in confidence and ultimately triumph... [read more](#)



## Other events:

[Certificate in Business Excellence](#), Auckland - New Zealand, 27 May, Organiser: New Zealand Business Excellence Foundation (NZBEF)

[EFQM Assessor Training](#), Dubai - UAE, 13 - 15 Jun., Organiser: Dubai Quality Group (DQG)

[International Consultants Day Forum](#), Wellington - New Zealand, 18 Jun, Organiser: The Institute of Management Consultants New Zealand (IMCNZ)

[Cafe Quality with Dr James Galloway CEO JAS-ANZ](#), Adelaide - Australia, 15 Jul, Organiser: Australian Organisation for Quality (South Australia)

[18th QMOD-KSQM Int. Joint Conference](#), Seoul - Korea, 12 - 14 Oct., Organiser: Lunds University, Sweden

and KSQM, Korea

[7th Business Excellence Global Conference](#), Singapore, 13 -14 Oct., Organiser: SPRING

[Canadian Public Sector Excellence Fair 2015](#), Ottawa - Canada, 17 Nov., Organiser: Excellence Canada

### Recent photos:



Representatives from businesses and NPO's across Asia at the APO's Enhancing Business Excellence Conference in Islamabad, Pakistan, with Chief Expert Dr Robin Mann, COER, and Resource Experts Harnek Singh, ST Engineering, Singapore and Ku Yuen Wah, OCBC Bank, Singapore, 31 March – 2 April 2015



Panel discussion with Hans Van Beek and Sunil Gupta at the Government Performance and Benchmarking Summit, Dubai, 20-21 April, 2015



Dr Robin Mann speaking at the Institute of Directors Conference, Dubai, 20 April, 2015

Keep up to date with all events and developments in the best practice and business excellence field and subscribe to our monthly BPIR Best Practices Newsletter – it is free... [sign up here](#).

Dr Robin Mann is a member of [ASQ's Organisational Excellence Technical Committee](#). This group has a very active Linked-in community of almost 1000 members discussing organisational excellence. [Click here](#) to become a member of the Organisational Excellence community.

Best regards

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