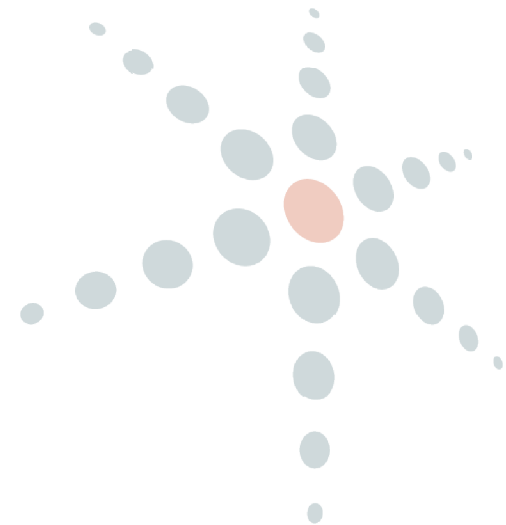


**Sharing rather than ranking -
From benchmarking to
benchlearning
4QC Agora**

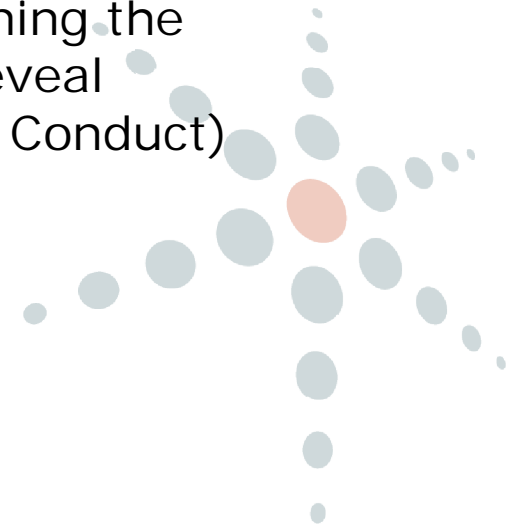


Definitions (1)

Benchmarking ...

is a process used in management, in which organizations evaluate various aspects of their processes in relation to best practice, usually within their own sector (Wikipedia)

is simply about making comparisons with other organisations and then learning the lessons that those comparisons reveal (European Benchmarking Code of Conduct)



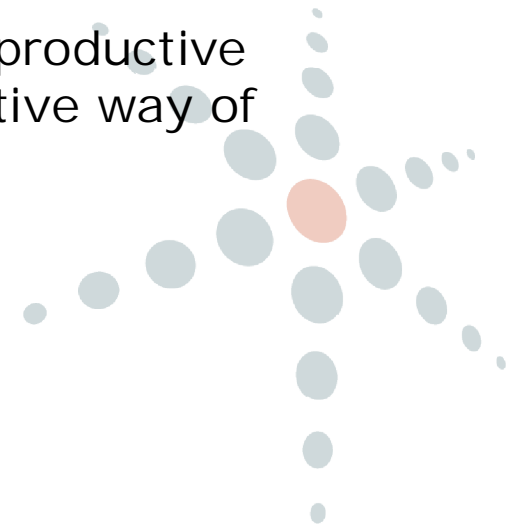
Definitions (2)

Benchlearning ...

is the process of learning how to improve through sharing knowledge, information and sometimes resources (CAF 2006)

is an active, continuous process

is considered to be one of the most productive forms of adult-learning and an effective way of introducing organisational change



Benchmarking vs. Benchlearning

Benchmarking usually encompasses

regularly comparing aspects of performance with those organisations considered to be good practitioners

identifying gaps in performance

bringing in new ideas about improvements in processes and performance

The goal of benchlearning is to

learn from the strengths and weaknesses of other organisations,

learn from them the things they do well,

search for inspiration in your own work and

learn from and to avoid the mistakes that others have made.

CAF self-assessment implies benchmarking as well as benchlearning

