



The
Performance
Institute

Improving Government Performance
For Over 20 Years

Benchmarking

Enables a clear comparison of a variety of variables
(cost, performance, time, quality, required resources)



Course Specifications

CPE Credits: 8

Program Level: Basic

Prerequisites: None

Advanced Preparation: None

Length: 1 Days (in class)

Tuition: \$995

Delivery Method: Virtual Live



Course Objectives

Government agencies as the federal, state, city and county level continue to focus on improving efficiency and effectiveness for a transparent government

Benchmarking is the process which enables a clear comparison of a variety of variables (cost, performance, time, quality, required resources) for the same function across different departments within the same agency. Comparison to other agencies as well as government and non government comparisons are made

Benchmarking is an important process and integral first step toward a continuous improvement ecosystem and offers a structured methodology to improve the performance of any organization by identifying and applying best practices. Benchmarking serves as a baseline to diagnose the drivers that impact performance and requires a targeted focus to ensure the benchmarks being used remain sustainable, transparent and measurable

Plan - Justify - Measure - Evaluate - Manage -
Report - Innovate



Agenda

■ MODULE 1

Introduction to Benchmarking and Best Practices

- Recognize where to use benchmarking as a tool with help improve performance in organization
- Determine the appropriate type of benchmarking for your organization: Practices vs Performance *OR* Benchmarking
- Understand the steps involved with a benchmarking effort
- The importance of having a clear desired outcome for your benchmarking effort

■ MODULE 2

Strategy and Planning

- Identify key areas of focus and performance indicators and definitions
- Identify data sources and data collection templates and procedures
- Qualify and select benchmarking organizations or companies
- Develop project schedule
- Develop communication plan

■ MODULE 3

Data Collection and Reporting

- Collect data for internal performance baseline
- Gather data from external benchmarking sources or organizations
- Validate and verify data and results
- Develop reports

■ MODULE 4

Analysis

- Analyze performance gap
- Research high performing organizations for best practices
- Develop best practice analysis and recommendations report
- Obtain management approval for recommendations

■ MODULE 5

Implementation

- Initiate formal projects for implementation
- Monitor implementation against performance baseline



Get Certified

Certified Government Performance Manager (CGPM) Program

The Performance Institute's Certified Government Performance Manager (CGPM) program provides the skills and tools needed to make you a lead performance management resource for your organization. Candidates for our standard certificate sit for a brief examination. Candidates for our advanced certificate complete a capstone project—a real-world project from your agency that you can use to apply concepts, knowledge and skills from your courses and receive expert feedback from a staff member of The Performance Institute.

Upon completion of certification, you will gain both professional distinction and academic credit. The Performance Institute is accredited through the National Association of State Boards of Accountancy (NASBA).

For more information about the CGPM program, or for help customizing CGPM certification to suit your needs, contact The Performance Institute at 1-877-992-9521.



On Site Training

Bring PI Training and Certification On-site to Your Organization

Bringing PI training in-house for groups of seven to 30 allows you to better utilize your training dollars. The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your organizations' specific needs. The identification of real-life examples will create a learning atmosphere that resonates with participants while simultaneously providing an immediate return on your training investment. Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives.

For more information about bringing PI Training on-site at your organization, call 1-877-992-9521 or email info@performanceinstitute.org

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Mail

Email us with your registration details

Name Title

Address

City State Zip

Phone Email

* Payment by company check, credit card or SF-182 must be received for all mail registrations no later than 5 business days PRIOR to course date.



Online

Register online at

www.performanceinstitute.org



Call

Call us and we will assist you through your registration process

1.877.992.9521

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Additional group and individual discounts may be available. Contact us for more information.