

Benchmarking Roundtable 3-day Bootcamp

Topic: Product/Service delivery

Background & Rationale:

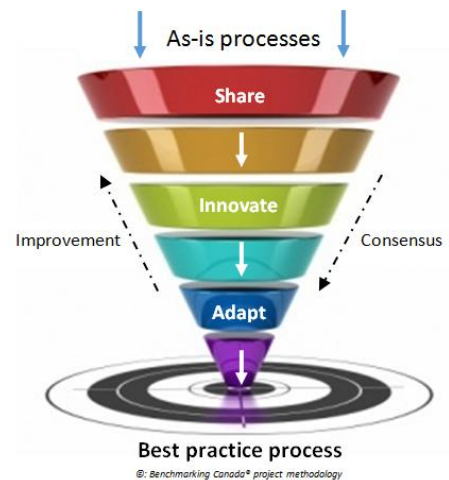
Channels, quality, service standards, cost, storage, warranties, guarantees, performance standards, health, safety and environmental concerns, market changes, competition, regulation, technology, social pressures, sustainability, new standards, globalisation, mergers, acquisitions, organizational change, strategy, profitability, ROI, supply chain and a host of other factors impact product/service delivery. What is your organizational approach? How is product/service delivery aligned with the organizational strategy? How do you ensure stakeholder engagement? Are the product/service delivery end-to-end processes documented? How do you manage relationships with the suppliers and sub contractors? Are there SLAs' in place, internally and/or externally? What is your approach to dispute resolution? Is there an audit regime in place? How does your organization ensure effective governance? What is your organizational approach risk management? What are your organizational challenges?

Join the *Product/Service Delivery Benchmarking Roundtable* bootcamp to improve the process and learn what other organizations are doing to achieve higher efficiencies.

Objectives & Methodology:

Benchmarking Roundtable bootcamp objective is to facilitate a diverse sector benchmarking workshop for achieving breakthrough improvement, with minimal resources and cost.

Bootcamp follows the Benchmarking Canada™ methodology (shown on the right) which is based upon an outside-in perspective for co-creation. It nurtures innovative and out-of-the-box thinking designed for achieving practical, quick and readily adaptable solutions.



Specifics:

- 4-6 non-competing, diverse organizations or single entity business units and/or divisions
- Each organization nominates up to 5 employees to attend, including a member of the executive management team (Benchmarking Sponsor)

3-day Bootcamp Outline:

Day 1:

- Module I: definitions, introductions, rationale, research
- Group Exercise A
- Module II: process sharing
- Group Exercise B

Day 2:

- Module II – continued: process sharing
- Group Exercise C
- Module II – continued: process sharing
- Group Exercise D

Day 3:

- Module III; best practice process development overview
- Organizational presentations on group exercise outcomes
- Best practice development
- Module IV; performance improvement
- Module V; metric benchmarking
- Next steps

Bootcamp pre-work & post-work:

- 1-hour preparatory brief with each participating organization, day before the bootcamp
- 1-hour debrief session with each participating organization, day after the bootcamp

Takeaways:

- Develop an understanding of tactical and strategic perspectives for sustained improvement
- Learn about international standards, current research and benchmarking best practices
- Learn from the experience of other organizations in different business verticals
- Identify best practices and collaborate in developing innovative approaches
- Understand how other organizations are tackling similar challenges
- Leave the bootcamp equipped with the best-of-the-best process
- Recognize improvement potential and performance gaps
- Co-create via collaboration, sharing and innovation

Schedule & Venue:

- 3 consecutive days 8am-5pm
- Morning & afternoon tea/coffee breaks, 15-minutes each
- Mid-day lunch break, 1-hour
- Venue to be advised at time of registration

Fees & Registration:

- Customized quote will be provided to each organization
- For multiple topics discounts will be applied
- Full fee is payable at time of registration
- Cancellations under exceptional circumstances only, on case-by-case basis

Facilitation & Project Management:

- Benchmarking Canada™ Roundtable methodology was developed by Zillay A. Nawab, President Hashtag Consulting Solutions Inc, a Toronto based firm with global clients
- Hashtag Consulting Solutions Inc services are industry and technology agnostic covering 9-areas shown in the adjoining illustration
- Benchmarking Canada™ bootcamp is facilitated and delivered by Zillay, an internationally acclaimed consultant, speaker and advisor
- Zillay is Chair and Expert Member of several Canadian ISO Mirror Committees



Product/Service delivery

Benchmarking Roundtable 3-day Bootcamp Registration Form

Thank you for your interest in participating in the benchmarking roundtable. In order for us to process your registration please provide the following information and return this form by email:

1. Registering for Single Organization (multiple business units, divisions) Roundtable Y/N?
2. Registering for Multiple Organizations Roundtable Y/N (circle as appropriate)
3. Organization Name/s: _____
4. Address: _____
5. CEO/ President: _____
6. Benchmarking Sponsor: _____
7. Preferred dates/times for an introductory call with Sponsor: _____
8. Phone: _____ Email: _____ Website _____
9. Payment modes: *Please contact for details*

I hereby confirm our organizational intent to participate in the Benchmarking Round-table 3-day Bootcamp and undertake to settle the invoice in full 7-days before start date.

Name	Signature	Organization	Designation	Date
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