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Performance Measurements, Continuous Improvement & Benchmarking Conference

21 Dec 2026 - 01 Jan 2027
Vienna (Austria)

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
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Performance Measurements, Continuous Improvement & Benchmarking Conference

Ref.: 8125_301786 **Date:** 21 Dec 2026 - 01 Jan 2027 **Location:** Vienna (Austria) **Fees:** 10600 **Euro**

Introduction:

The use of performance measures is of paramount importance to all organizations wishing to improve business performance. While Japanese organizations have led the way in implementing effective performance measurement, many companies worldwide are catching up, as performance measurement is key to effectively managing organizations.

In this performance measurement, continuous improvement, and benchmark conference, management naturally requires that processes be continually improved after implementing performance measurement systems in an organization. Many organizations have adopted a continuous improvement approach to running their organizations, in which they continually strive for better performance levels.

A key element of continuous improvement is Benchmarking. We need benchmarking to determine our competitiveness and where to focus improvement efforts. Benchmarking helps organizations balance their internal problem-solving and improvement activities with the realities of the external environment.

This performance measurement, continuous improvement, and benchmark conference include other industries that perform similar functions, similar businesses that are geographically separate, and non-profit or public institutions. Under the right conditions, benchmarking can be performed by direct competitors, resulting in improved performance benefiting all stakeholders.

Benchmarking provides awareness of what and where the best performance lies. More importantly, it enables the paradigm shift that internally focused teams sometimes fail to achieve. It fosters creative adoption and adaptation of best practices to help organizations gain and maintain a competitive advantage.

Many organizations find shared services difficult to manage. The first step in managing this and any other aspect of an organization is to measure it. Once it has been measured, it can be benchmarked and improved.

Targeted Groups:

- Professionals and Leaders will authorize and oversee shared services activities within the organization.
- Strategic planning department.
- Human Resources.
- Quality management.

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Measuring Employee and Leadership Performance:

In this modern workplace, measuring employee performance is critical to continuously improving company operations. This performance measurement, continuous improvement, and benchmark conference is focused on this topic. Employee performance measures will be discussed in depth, including how to measure both team and individual leadership performance.

Leadership performance measures are also integral to our approach, as effective leadership directly influences the quality and productivity of team output. Attendees will learn why employee satisfaction is a commonly used performance measure and explore various techniques for assessing the effectiveness of individuals and teams within their organizations.

This performance measurement, continuous improvement, and benchmark conference will serve as a deep-dive continuous improvement workshop where participants will practically learn the principles and application of continuous improvement. Well-integrated benchmark training, equipping attendees with the skills required to assess, analyze, and elevate performance in their respective organizations. Aspects of a continuous improvement training conference will be integrated to provide a comprehensive, tangible learning experience that emphasizes the hands-on application of benchmark conference teachings.

Conference Objectives:

At the end of this performance measurement, continuous improvement, and benchmark conference, the participants will be able to:

- Identify the specific difficulties of controlling shared services.
- Explain the importance and benefits of performance measurement, continuous improvement, and benchmarking.
- Explain how performance measurement, continuous improvement, and benchmarking relate.
- Explain methods of generating and implementing effective performance metrics.
- Explain a proven 12-step process improvement methodology.
- Provide an overview of the most common tools and techniques for continuous process improvement.
- Explain the benefits of benchmarking.
- Implement an effective performance measurement system for shared services.
- Interpret results from performance measurements and whether the process is ready for improvement.
- Use an effective improvement methodology to improve process performance.
- Select, define, plan, and implement successful benchmarking projects.
- Ensure that best practices are identified and implemented within the organization, being adapted if appropriate.

Targeted Competencies:

- Performance management.
- Benchmarking.
- Project planning.
- Data Analysis.
- Analysis thinking.

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Conference Content:

Unit 1: Performance Measurement, The Starting Point for Improvement:

- The Trilogy.
- The Need for Measurement.
- Data Use and Abuse: Using Data Constructively.
- Methods of Selecting Performance Measures.
- Developing a Framework for Measurement.
- Understanding Variation: The key to understanding performance.
- What do histograms, run charts, and control charts tell us about performance?
- The Rods Experiment.

Unit 2: Continuous Improvement:

- Understanding Variation: The Range and Standard Deviation.
- The Rods Experiment Part 2: Understanding the Results.
- Taking Appropriate Action on a Process: Improvement or Investigation?
- An Introduction to Control Charts: The Key to Taking Appropriate Action.
- The Juran Trilogy©.
- How to Improve a Process: An Introduction to the 12-Step Methodology?
- The Power of Teamwork.
- Problem and Mission Statements.

Unit 3: The Tools of Continuous Improvement:

- Understanding and Analyzing a Process: Flow Diagrams.
- Identifying causes of problems and potential solutions: Brainstorming.
- Demonstrating the link between a cause and its effect: Cause-effect diagrams.
- Understanding the Process: Quantitative Display Tools line, bar, and pie charts.
- Selecting the key aspects to focus on Pareto Analysis.
- Investigating Relationships between Variables: Scatter Diagrams and Correlation.
- Introduction to Regression.

Unit 4: Introduction to Benchmarking:

- What is benchmarking?
- Why do we need to benchmark?
- The Benefits of Benchmarking: Why Organizations Benchmark.
- History of benchmarking.
- Different Methods of benchmarking and how they relate to each other.
- How do we identify potential benchmarking projects?
- An overview of the benchmarking process.
- Advice on selecting your first project.

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Unit 5: Running a Successful Benchmarking Project:

- Scoping a benchmarking study.
- Planning and resource scheduling.
- Normalizing.
- Identifying and selecting benchmarking Metrics.
- Identifying and selecting benchmarking partners.
- Securing benchmarking project support.
- Inviting organizations to join the benchmarking study.
- The Invitation Pack: What it is, why we need it, and how it's used.
- Participant meetings: Plan and run effective meetings to attain the study's aims.

Unit 6: Data Capture:

- Generating clear data collection schemes.
- The Help Desk.
- Coping with problems.
- Data validation.

Unit 7: Data Analysis and Reporting, The Starting point for improvement:

- The Improvement phase.
- Running effective Best Practice Forums.
- Benchmarking project management.
- Management support activities.
- Codes of conduct.
- Legal issues.
- Independent facilitation and benchmarking clubs.

Unit 8: Data Governance:

- International data reporting standards.
- Data adjustment for benchmarking.
- Data quality.
- Value drivers and internal capabilities.

Unit 9: Insight Generation:

- Initiatives proposal to close performance gaps.
- Develop an action and implementation plan.
- Adapting improvements.
- Monitor and report process.

Unit 10: Best Practices in Benchmarking:

- Illegal benchmarking practices.
- Guides, networks, and resources.
- Examples of best practice.

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Registration form on the :
Performance Measurements, Continuous Improvement & Benchmarking Conference

code: 8125 **From:** 21 Dec 2026 - 01 Jan 2027 **Venue:** Vienna (Austria) **Fees:** 10600 **Euro**

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