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Total Quality Management & Business Excellence > Volume 15, 2004 - <u>Issue 5-6</u>

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Original Articles

Helping the Kiwi to Fly: Creating World-Class Organizations in New Zealand Through a Benchmarking Initiative

Robin Mann 🔀 & Nigel Grigg

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Analysis or the Club's sell-assessment results is adding to the general understanding of

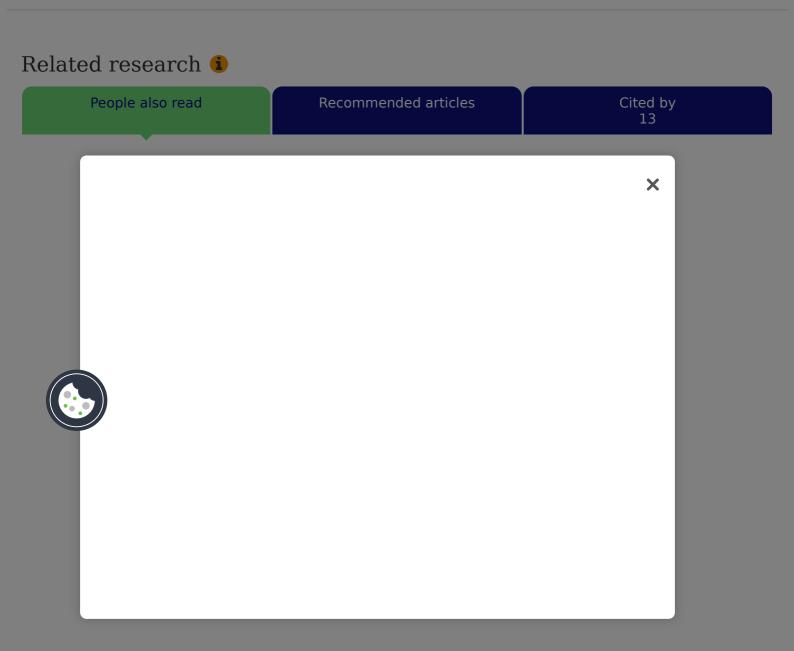
business excellence. Results provide evidence that if an organization's management systems improve (as assessed by the Baldrige criteria) their business results will improve. Research also shows that the strongest relationship between the Baldrige criteria items is between 'customer focused results' and 'financial and market results'

Keywords:

Benchmarking	benchmarking clubs	business excellence	self assessment	consortiums	

Notes

. However, it is noted that in 2003, for the first time in nine years, the Baldrige Index performed worse than the Standard and Poor's 500.



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