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

Robin Mann & Nigel Grigg

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Findings

from the first three years of operation show that the Club is on track to fulfil its vision

as members improve their self-assessment scores by approximately 50 points per year. Analysis of the Club's self-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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