



Total Quality Management & Business Excellence >

Volume 15, 2004 - Issue 5-6

123 | 14 | 0
Views | CrossRef citations to date | Altmetric

Original Articles

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

Robin Mann & Nigel Grigg

Pages 707-718 | Published online: 24 Jan 2007

Cite this article <https://doi.org/10.1080/14783360410001680198>

Sample our Economics, Finance, Business & Industry Journals
>> [Sign in here](#) to start your access to the latest two volumes for 14 days

Full Article

Figures & data

References

Citations

Metrics

Reprints & Permissions

Read this article

Share

Abstract

This paper describes an innovative approach to fast-tracking a group of organizations towards world-class performance. The New Zealand Benchmarking Club, formed in May 2000, currently comprises 18 organizations that are striving to achieve an ambitious vision of 'World-class performance by members and widespread adoption of excellent business practices within New Zealand'. Club processes include (1) workshops for sharing best practices; (2) benchmarking projects for undertaking focused best practice studies; (3) an annual business excellence assessment; (4) a business excellence results sharing meeting; (5) benchmarking research support; (6) partnerships to identify and disseminate best practices; and (7) access to a benchmarking and performance improvement website resource. All of these processes are continually improved to help members to identify and adopt better business practices. 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.

Related research

People also read

Recommended articles

Cited by
14

Information for

Authors

R&D professionals

Editors

Librarians

Societies

Opportunities

Reprints and e-prints

Advertising solutions

Accelerated publication

Corporate access solutions

Open access

Overview

Open journals

Open Select

Dove Medical Press

F1000Research

Help and information

Help and contact

Newsroom

All journals

Books

Keep up to date

Register to receive personalised research and resources
by email

 Sign me up

  

  

Copyright © 2026 Informa UK Limited Privacy policy Cookies Terms & conditions

Accessibility



Registered in England & Wales No. 01072954
5 Howick Place | London | SW1P 1WG