



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 12 July 2026 To 16 July 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

Benchmarking for Performance Improvement is a comprehensive 5-day course designed to equip professionals with the knowledge and skills necessary to utilize benchmarking as a strategic tool for achieving operational excellence. Throughout this course, participants will learn about the principles, methodologies, and applications of benchmarking to drive performance improvement and foster organizational growth.

## Objectives

- Understand the fundamental concepts of benchmarking and its importance for organizational success.
- Identify the different types of benchmarking and their specific applications.
- Develop the skills to design and implement effective benchmarking studies within an organization.
- Analyze benchmarking results and apply insights to drive performance improvements.
- Create a culture of continuous improvement through effective benchmarking practices.

## Course Outlines

### Day 1: Introduction to Benchmarking

- Definition and history of benchmarking
- Types of benchmarking: internal, competitive, functional, and generic
- Benefits and limitations of benchmarking
- Key performance indicators (KPIs) and their role in benchmarking
- Preparing an organization for benchmarking

### Day 2: Benchmarking Process and Methodologies

- Steps in the benchmarking process
- Data collection techniques and sources
- Quantitative vs. qualitative benchmarking approaches
- Using technology and software in benchmarking
- Case studies: Successful benchmarking initiatives

### Day 3: Designing and Conducting Benchmarking Studies

- Setting objectives and scope for benchmarking studies
- Selecting benchmarking partners and networks
- Developing data collection instruments
- Ensuring data accuracy and reliability
- Practical exercise: Designing a benchmarking study

### Day 4: Analyzing and Interpreting Benchmarking Data

- Data analysis techniques and tools
- Identifying performance gaps and opportunities
- Translating data into actionable insights

- Communicating benchmarking findings effectively
- Workshop: Analyzing benchmarking data

### **Day 5: Implementing Improvements and Sustaining Results**

- Developing action plans based on benchmarking results
- Change management and overcoming resistance
- Creating a culture of continuous improvement
- Measuring and monitoring the impact of improvements
- Reflective exercise: Planning next steps for your organization