



1 April 2010

CHarME Good-Practice Report: Benchmarking

➤ Four Major Steps:

- Strategic Orientation
- Benchmarking
- Change Management
- Follow-up

➤ Strategic orientation

- Identify areas where strategic development of the university will benefit from benchmarking
 - Identify benchmarking partners
 - Focus activities according to mission and demand

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➤ Benchmarking

- Set priorities
- Identify indicators and criteria relevant to strategic goals (KPIs)
- Agree standards and benchmarks
- Gather data
- Produce report
- Set targets

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➤ Change management

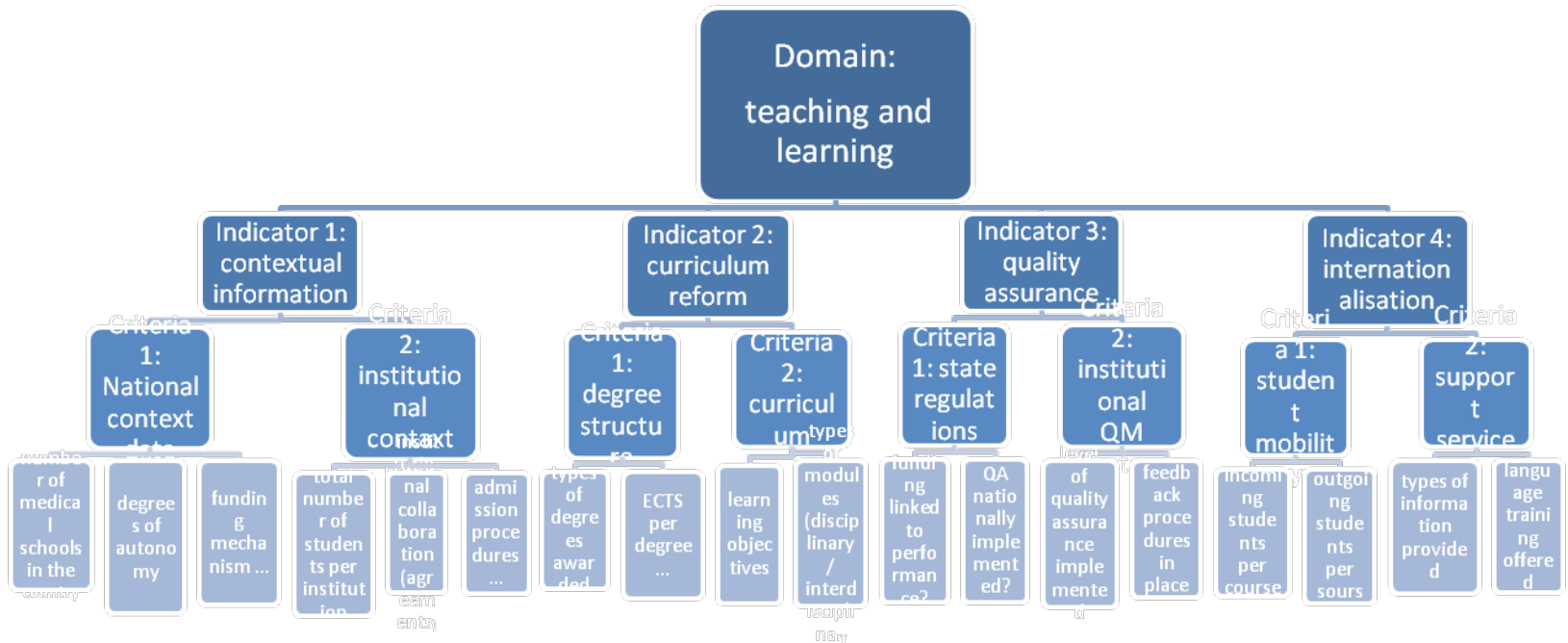
- Confirm/re-define targets at institutional level
- Get support from senior management
- Action Plan
- Business Plan
- Implementation

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➤ Follow-up

- Assessment of Benchmarking Exercise
- Monitor impact

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