

BURMAN ASSOCIATES

Benchmarking & Performance Management

Being able to measure your performance and compare it to others is vital for survival in today's competitive supply chain environment.

Our services in benchmarking & performance management include:

- Benchmarking
 - Inter-company or industry comparisons
 - Process and 'best in class' benchmarking
- Design and implementation of performance measurement systems:
 - Balanced scorecard
 - EFQM
 - Malcolm Baldrige
 - Dashboards
- Market research in supply chain management
 - Industry reports
 - Company reports
- Selection and implementation of Key Performance Indicators (KPIs) for the supply chain



Importance to your business?

- Lord Kelvin once said, "if you do not measure, you cannot improve". However, most companies measure the wrong things! 75% of performance measurement systems in Western Companies are focused on short-term, financial goals. Taking a more holistic approach, using non-financial and long term metrics in addition to the short term, financial metrics, creates sustainable improvement for many businesses.
- Less is more! Our findings, backed up with extensive research in this area, is that in the supply chain, measuring a few important KPIs is better for the business than measuring many KPIs. What is important is selecting the right KPIs.
- It is a well-known fact that companies who benchmark against 'best in class' or leaders in other industries, usually make significant improvements over those who look only internally within their own organizations for best practices.

www.burmanassociates.com

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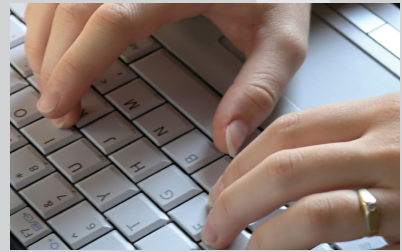
Case Study - Brewing

We conducted a benchmarking exercise for a group of companies in the brewing industry. Although many of the companies in this exercise were competitors, they saw the value in being able to share information on each others' performance and processes, so that they could understand what was capable of being achieved within that industry.



Case Study - Office Equipment

We were recently asked to conduct a comparative benchmarking exercise of the enquiry, sales and delivery processes for an international supplier of office equipment. By understanding what other companies in the industry were doing through telephone interviews across Europe, the company was able to identify opportunities for improvement.



Case Study - DIY Products

Having assisted a major DIY products manufacturer with outsourcing its UK warehouse and distribution operation, we also worked with both parties to produce meaningful, easily measurable and cost effective KPIs to ensure that the new contract got off on the right footing. This enabled both parties to monitor progress throughout the term of the contract.



Contact us

For more information on Burman Associates or to arrange a meeting,

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