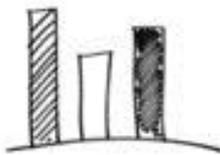




Benchmarking

Public administrations are increasingly coming under budget and performance pressure. Benchmarking creates an objective argumentative basis for the allocation of funds and identifies potentials for improvement. However, simple comparisons of key figures do not do justice to the complex performance parameters of administrations. Take advantage of our experience. Our specially developed procedure provides reliable data and allows you to not only compare the efficiency, but also the effectiveness and quality of services.



Effective benchmarking means conducting root cause research on the process level.

Typical Cases

- Proof of the effective and efficient allocation of public funds is required.
- A solid basis for the future allocation of resources is needed (foundation for personnel requirements and budget planning).
- Optimization potentials are to be demonstrated.
- The administrative organization is willing to learn from best practice examples.
- Several administrative units use benchmarking as a common learning process.

Benefits

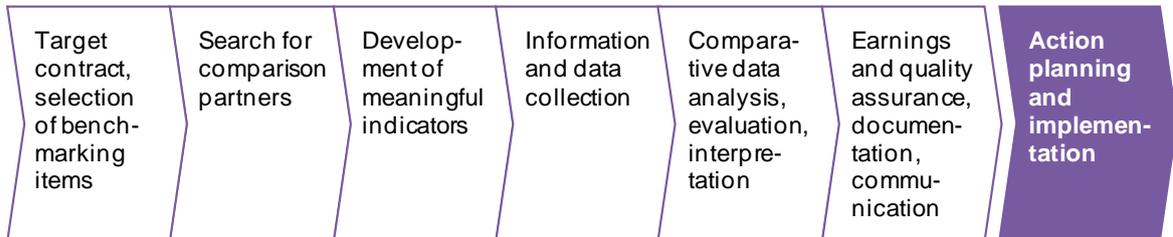
With the necessary degree of sensitivity administrative organizations are remarkably well-suited for benchmarking. This is due, on the one hand, to the rather indirect competitive situation and, on the other hand, to the often similar service programs.

In order to really benefit from a benchmarking project, one has to deal in detail with the tasks/services and the administrative processes required for the provision of services.

We do not compare apples and oranges and very carefully consider needs for discretion. The intensive involvement of participating organizations, particularly in the joint analysis and evaluation stage, assures broad acceptance of the results.



ICG Benchmarking Model



We support you by ...

- identifying relevant benchmarking partners.
- developing a benchmarking questionnaire.
- providing online input tools.
- helping all the benchmarking partners in collecting their data and thus ensuring a uniform procedure.
- calculating performance indicators and putting the data into an understandable form.
- facilitating evaluation and interpretation workshops.
- creating comprehensive reports and customized analyses of your organization.
- including everyone involved and resolving any concerns by means of open communication to gain broad support.
- accompanying you in the implementation of any change measures derived from the benchmarking.