

Benchmark Gold Mining With the Old Prospector

Meet the Old Prospector

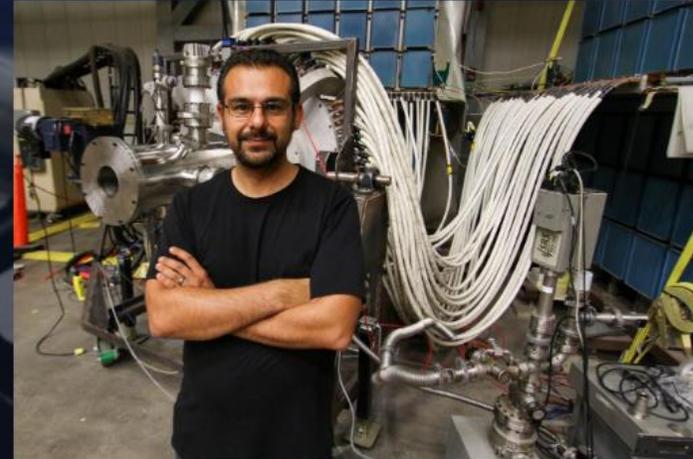


**Finding benchmarking
gold nuggets!**



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- ▶ **How do you select comparative data and information to support fact-based decision making?**
- ▶ **How do you use key comparative data in performance projections?**
- ▶ **Note: Comparative data and information are obtained by benchmarking. Benchmarking is identifying processes and results that represent best practices and performance for similar activities, inside or outside your industry.**
- ▶ **Note: High performing organizations often show good trends and current performance levels when evaluated against relevant comparisons and benchmarks.**

Where is your organization at with benchmarking?

- 1. Why do we need to benchmark?**
- 2. We are thinking about starting a program.**
- 3. We created a home-grown benchmarking program.**
- 4. We adopted a commercially available benchmarking program.**
- 5. We created ours using other methods.**

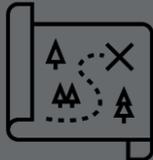
Our Benchmarking Program Story



Early Days



How Did We Get Here?



Results



Lessons Learned



Our Story

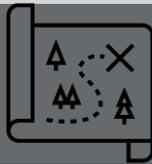


Gold Nuggets



- ▶ **Deployed Benchmarking Program**
- ▶ **Early Demos**
- ▶ **Identified Power Users**
- ▶ **Created Working Groups**
- ▶ **Measured Results**

How Did We Get Here?



Analyzed Target Audiences and Relevant Use Cases

Demos, Newsletters and Promotions



Participate in our summer fun APQC Scavenger Hunt! Research the five questions below, and email your answers to the Old Prospector (opros@nv.doe.gov). Hint: if you need help, feel free to contact him!

1. What is the median level of FTE experience in years for those who manage business resiliency and risk?
2. What is the median annual number of learning days per employee for the government/military sector?
3. How many cycle time metrics are available in APQC?
4. According to the article titled "IT Organization Performance Practices Report: Government/Military Industry", what percentage of IT governance is centralized?
5. According to the article titled "Procurement Key Benchmarks: Government/Military Industry", what is the total cost to perform the process "order materials and services" per \$1000 revenue?

ASK THE OLD PROSPECTOR



Benchmarking Website

Benchmarking Resource Library

Benchmark Gold mining with the Old Prospector...

Benchmark Gold Mining Newsletter

Old Prospector Web Clinic Video

Example Relevant Use Cases

- 1. Supply Chain:** Help “Sally Supply Chain” find best practice ideas for improving supply chain planning.
- 2. Finance:** Help “Freda Finance” find benchmark metric data for similar companies within her industry.
- 3. HR:** Help “HR Hank” find best practices to determine key HR metrics for his organization.
- 4. Innovation:** Help “Ivan the Innovator” find benchmark data on staffing levels and cycle times for product launch in best practice companies.
- 5. Metrics:** Find top quartile comparative data from industry best practices for your company metrics.



Use Case #4 – Ivan the Innovator

Scenario: Ivan has been asked by his manager to research staffing levels and cycle times for product launch in best practice companies.

What should he do?



Use Case #4 – Ivan the Innovator

► Solution: Benchmarks on Demand

100664	<i>Cycle time in days from the start of design and development through completion of test marketing for existing product/service improvement projects</i>	Cycle Time	Cross Industry 7.3.1	No	SELECT
100665	<i>Cycle time in days from the start of design and development through completion of test marketing for new product/service development projects</i>	Cycle Time	Cross Industry 7.3.1	No	SELECT
100996	<i>Number of FTEs for the phase 'design and develop product/services' per \$1 billion revenue</i>	Process Efficiency	Cross Industry 6.1.1	No	SELECT



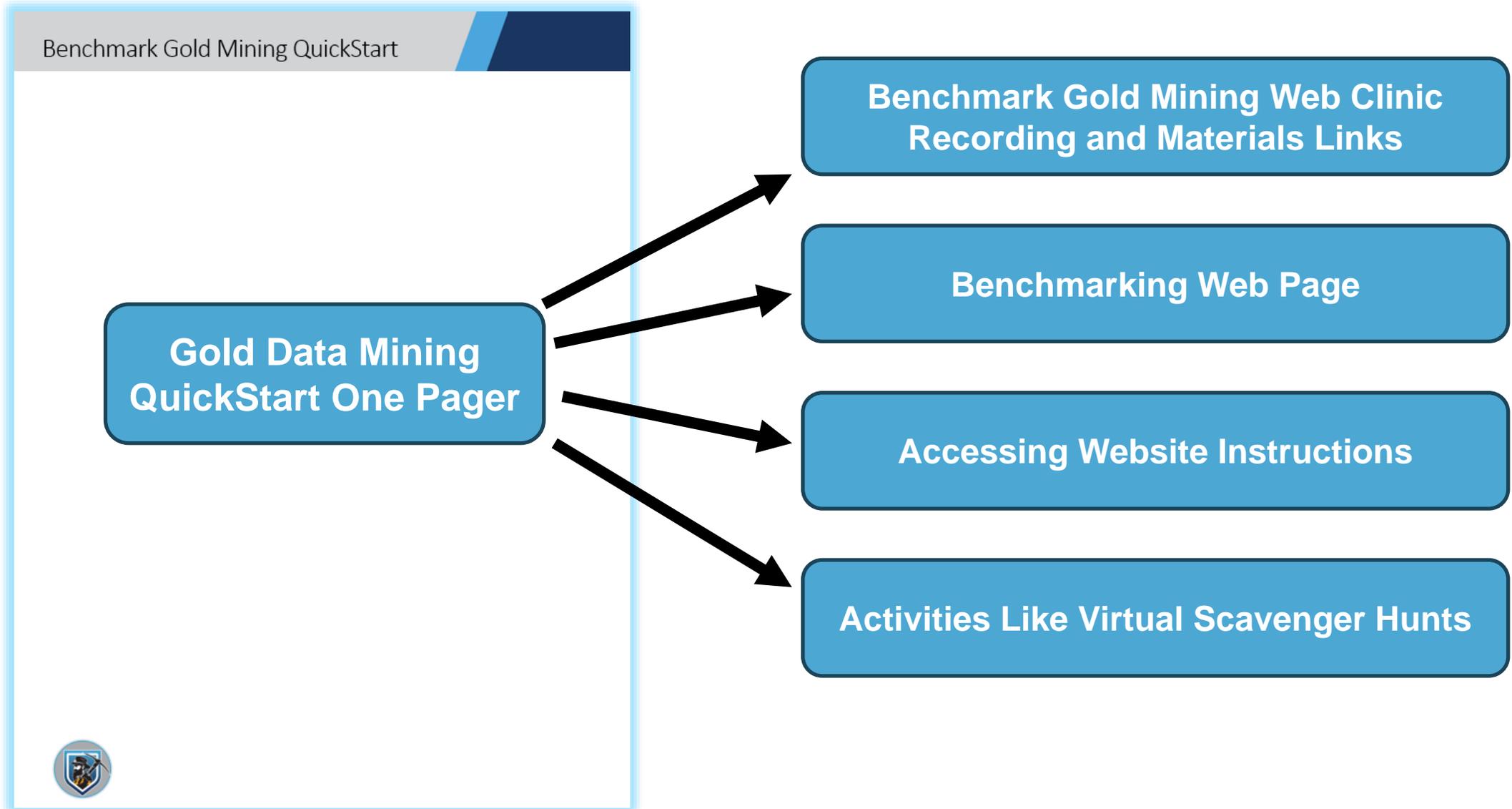
Use Case #4 – Ivan the Innovator

Benchmark Data Results

METRIC ID ▼	MEASURE NAME	MEASURE CATEGORY	ALL COMPANIES			
			25TH	MEDIAN	75TH	SAMPLE SIZE
100656	Cycle time in days from the start of design and development through completion of test marketing for existing product/service extension projects	Cycle Time	75.0	180.0	370.0	15
100996	Number of FTEs for the phase 'design and develop product/services' per \$1 billion revenue	Process Efficiency	23.0	68.6	149.6	514



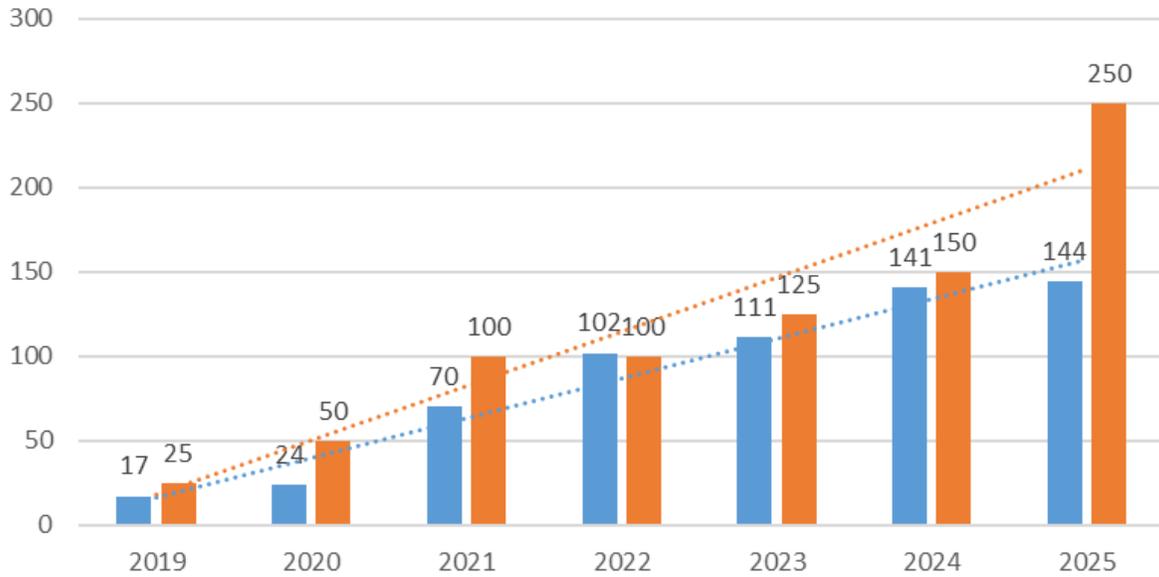
Benchmarking Web Clinic Resources



Our Results

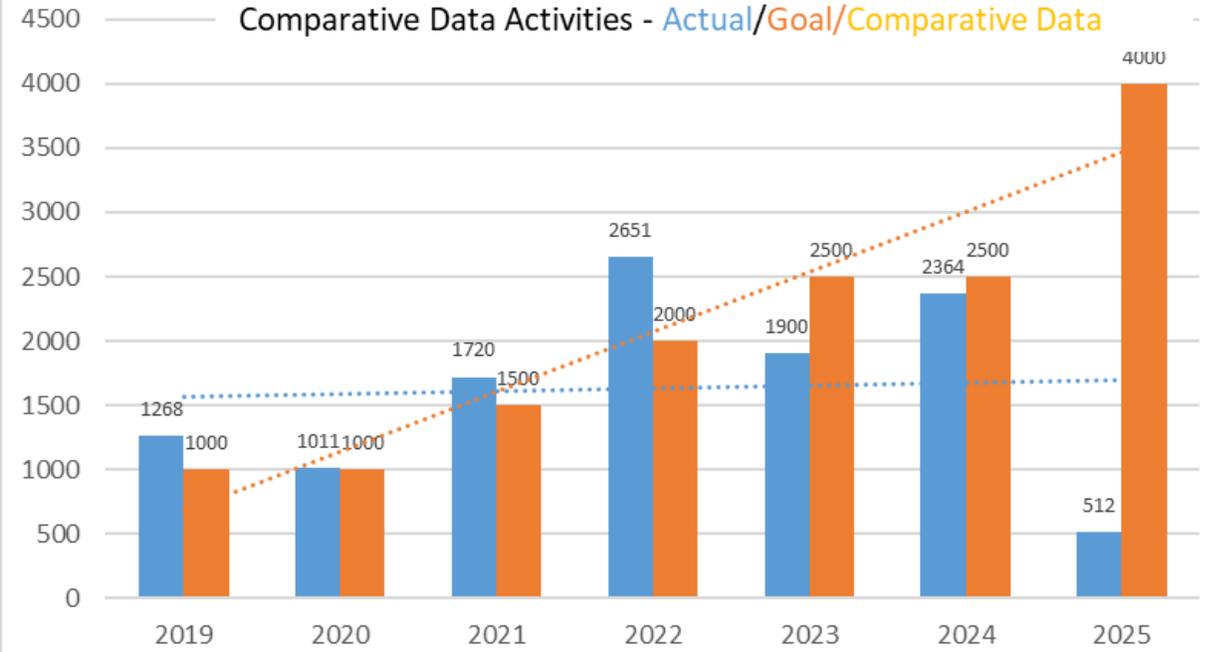


NNSS Comparative Data Users - Actual/Goal



>8X INCREASE

Comparative Data Activities - Actual/Goal/Comparative Data



>2X INCREASE



- **Benchmarking best practices among peers and within industry helped us transform key processes, which was instrumental in our organization's 2022 SWAE Pinnacle Award.**
- **Benchmarking and Comparative Data are a key part of any Baldrige journey!**



TRANSFORMATIONAL BENCHMARKING!





3 Key Takeaways:

-  **Have a Benchmarking Program**
-  **Define Your Target Audience**
-  **Track and Report Results**



Pair up with someone at your table to discuss and capture:

- **Your benchmarking program resource needs**
- **Benchmarking target audience**
- **Expected results from benchmarking**
- **Benchmarking lessons learned**

Questions?



**Contact Dave Rogers
(the “Old Prospector”) at
rogersdg@nv.doe.gov**

Gold Mining Exercise Handout



Benchmarking Program Resources



Benchmarking Target Audience



Benchmarking Expected Results

