

Improvement Technician S17 - Benchmarking

- This document was assembled based on the requirements of ST0193 and the associated Assessment Plan
- It does not contain any information about the way in which Advanced Analytics Solutions carry out assessments and following this guidance does not guarantee success at EPA
- So far as we are aware, information in this document would apply equally to assessments carried out by any approved End Point Assessment Organisation

What does Benchmarking mean?

Benchmarking is the practice of comparing business processes and performance metrics to industry bests and best practices from other companies. Dimensions typically measured are quality, time and cost.

There are 2 forms of Benchmarking:

Best Practice	Performance
<p>A continual, systematic process for evaluating the work practices of organisations, which are recognised as representing best practices, for the purposes of organisational improvement”</p> <p>This is about “how you do what you do”</p>	<p>Performance benchmarking is the process of measuring and analysing an organization's performance of products, services, operations, and other business processes against other companies, competitors, or industry leaders. It helps businesses identify and understand areas for improvement.</p> <p>This is about the results that you get.</p>



This is the Improvement Technician domain

What does the assessment plan say?

Benchmarking is a “Skill” and therefore apprentices must show not just that they know about Benchmarking but that they have carried it out. This is Skill number 17 of the Improvement Technician standard.

This skill is assessed as part of the Professional Discussion, the assessment plan says that apprentices must clearly explain how best practice can be shared with others. As such, the type of Benchmarking being assessed is the “Best Practice” type.

Best Practices could be either internal, within the apprentice’s organisation, such as another department or operating unit, or could be external such as a competitor or peer organisation.

In order show that the criteria for this skill has been met apprentices will need to show that they have;

1. Identified some practice or activity as “best practice”
2. Shown why this practice is considered to be “best”
3. Shared this practice with other relevant people in their organisation
4. Documented the sharing of the practice in an appropriate manner

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