



The Benchmarking Management Guide

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Written for managers, this powerful guide produced by the American Productivity and Quality Center (APQC), outlines the fundamentals for planning, organizing, and introducing benchmarking into the workplace. Filled with information gleaned from surveys of 87 International Benchmarking Clearinghouse members, it provides unique insight, enabling organizations to better plan their own benchmarking efforts. Within eight appendices, there is a wide spectrum of additional useful knowledge, including definitions of legal and moral behavior in the context of benchmarking, and a comparison of the numerous steps involved in its implementation. The text also includes an extensive bibliography of benchmarking and total quality management literature.

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