

Strategic Benchmarking Reloaded with Six Sigma

Improve Your Company's Performance
Using Global Best Practice

Gregory H. Watson



John Wiley & Sons, Inc.

- HOCHSCHULE
- LIECHTENSTEIN

BiWiothek

Contents

<i>Preface</i>	<i>ix</i>
<i>Acknowledgments</i>	<i>xix</i>
<i>Introduction—Benchmarking: The Firjt25Yeaw (1979-2004)</i>	<i>xxiil</i>
PART 1: The Business Context of Benchmarking	
1. Stimulating Business Improvement by Benchmarking	3
2. Linking Six Sigma to Strategic Planning and Benchmarking	25
PART 2: The Process of Benchmarking	
3. Understanding the Essence of Process Benchmarking	63
4. Making Statistical Comparisons in Benchmarking	93
5. Applying Benchmarking Results for Maximum Utility	131
PART 3: Case Studies in Benchmarking	
6. Reviewing Lessons Learned from Old Case Studies	167
7. Conducting a Strategic Benchmarking Study	183
8. Performing an Operational Benchmarking Study	205
PART 4: Conducting Benchmarking Studies	
9. Mai nstr earning Benchmarking into Strategic Planning	2A\
10. Creating a Sustainable Benchmarking Capability	259

CONTENTS

Appendix A. The Benchmarking Code of Conduct	277
Appendix B. Standard Operating Procedure: Benchmarking Process	281
Appendix C. Web Resources for Benchmarking	291
Appendix D. Glossary of Terms Used in Lean Production	293
Appendix E. Chronological Bibliography of Books about Benchmarking	304
<i>About the Author</i>	309
<i>Index</i>	