Business Process Benchmarking Robert Camp

Benchmarking - Wikipedia

3 The Benchmarking Process | Measuring Performance and
Figure 3.2 illustrates the process with a benchmarking roadmap. The roadmap was adapted from the 10-step process introduced by Robert Camp at Xerox. Camp pioneered much work in benchmarking, and some even credit him with the first use of the term "benchmarking."

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Sep 09, 2014 - Except pioneering ten-step benchmarking process of Xerox (Camp, 1989), other popular benchmarking models are Spedónólín's (1992) five-step process, IBM five-phase/14-step process (Eyrich, 1991)

Benchmarking: A Method for Continuous Quality Improvement
Benchmarking is the continuous process of measuring products, services and practices against the toughest competitors or those companies recognized as industry leaders: Robert C. Camp (1989)

The Processes of Organization and Management
Benchmarking is the search for best practices for a given activity that will ensure superiority. Geber (1989)

Strategic management - Wikipedia
A 1938 treatise by Chester Barnard, based on his own experience as a business executive, described the process as informal, intuitive, non-routinized and involving primarily oral, 2-way communications. Bernard says "The process is the sensing of the organization as a whole and the total situation relevant to it.

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