



A Quantum Leap in Informal Benchmarking

Mr Alan Samuel
PHD Student

Centre for Organisational Excellence Research
Massey University, New Zealand
A.Samuel@massey.ac.nz

Abstract

Benchmarking has and will continue to be a most popular tool in building business and organisational excellence. While differing types of benchmarking such as product, process or performance benchmarking may be deployed, benchmarking may be conducted formally, or informally.

Formal benchmarking involves a methodology, is time-consuming and may be costly, although the results will almost always speak for themselves. Informal benchmarking, on the other hand, occurs frequently as a cheap and good way to learn from better or best practices of organizations. If executed properly, informal benchmarking can produce remarkably good results as well.

Informal benchmarking can take the form of conversations, social networking, site visits, consulting with experts, conferences or by other means of cyber interaction, without a fixed methodology or procedure to follow. In such interactions, the presence of an energy force interferes with each person's response and cognition, which eventually should trigger him to heightened performance in the targeted domain of expertise. The combinations and permutations of known and unknown variables within the interaction produce an outcome on the informal benchmarking process, which can be influenced positively or negatively by the fusion of quantum levels of energy "emitted" by these variables. While the known variables such as the transference of knowledge by words, wisdom, suppositions, vibes, nuances, scent, inspiration, culture, physical touch, disturbances, visual stimulation all contribute to the energy force or space between those interacting and interfacing, the eventual outcome of the interface must lead to best or better practice.

This interaction is intriguing and requires investigation. This also means the more positive the experiences of the energy between the individuals, the more powerful will be the corresponding outcome. Therefore, the investigation will focus on what are the most effective forms of performing informal benchmarking vis-à-vis an examination on optimising the combinations of variables to produce the desired result. One or several models of optimisation may be produced.

Biography: Alan Samuel was born in Singapore. He served as a Senior Superintendent in the Singapore Police Force and is now pursuing his doctorate in NZ. As chief facilitator for 2 Annual Police Work-plan seminars and numerous top leadership group forums, he has served as a directorate member in charge of organisational development and performance management. He was chief editor to the "Learning Historian" digest of the Youth Olympic Games 2010 held in Singapore and General Elections 2011, a new and highly commended initiative in the civil service. While in the technology department, he pioneered the Police Technology School and was appointed the KM champion. Alan was part of an interviewee team (Communications and Knowledge Management) responsible for the Singapore Police Force's attainment of the Singapore Quality Award (SQA) with special commendation, the first to receive one and a feat achieved by very few organisations.

Presentation Experience: He has been a speaker and facilitator for iKMS (information and knowledge management society, Singapore), and has lectured for Monash University in International Human Resource Management. Alan has been invited to speak and share his experiences as an organisational developer in various government agencies such as the Land Transport Authority and the Inland Revenue Authority Singapore.