

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Benchmarking for Performance Improvement

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Benchmarking compares performance and practices with others to identify gaps and learn better ways of working. This course covers benchmarking types, selecting what to benchmark, finding partners, collecting comparable data, analysing gaps, learning practices, adapting them and implementing improvements.

Learning from the best accelerates improvement. You will learn to run benchmarking projects that lead to change.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Benchmarking project planning, data comparison exercises, case studies and implementation workshops.

Course objectives

By the end of this course, participants will be able to:

- Explain types of benchmarking
- Select processes and metrics to benchmark
- Identify and approach benchmarking partners
- Collect and normalise comparable data
- Analyse performance gaps and practices
- Adapt and implement better practices

Target audience

This course is suitable for:

- Quality and performance managers
- Process owners
- Strategy professionals
- Operational excellence staff
- Senior managers



Course content

Target competencies

Participants will develop competencies in:
- Benchmark selection
- Data comparison
- Gap analysis
- Practice adaptation
- Implementation

Course outline

Day 1: Benchmarking

09:00–10:08	Types
10:08–11:00	Benefits and pitfalls
11:00–11:30	**Coffee break**
11:30–11:45	Benefits and pitfalls (continued)
11:45–12:53	Ethics
12:53–14:00	Exercise

Day 2: Planning

09:00–10:08	What to benchmark
10:08–11:00	Metrics
11:00–11:30	**Coffee break**
11:30–11:45	Metrics (continued)
11:45–12:53	Partners
12:53–14:00	Workshop

Day 3: Data

09:00–10:08	Data collection
10:08–11:00	Normalisation
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Normalisation (continued)
11:45–12:53	Site visits
12:53–14:00	Exercise

Day 4: Analysis

09:00–10:08	Gap analysis
10:08–11:00	Practice comparison
11:00–11:30	**Coffee break**
11:30–11:45	Practice comparison (continued)
11:45–12:53	Enablers
12:53–14:00	Case study

Day 5: Implementation

09:00–10:08	Adapting practices
10:08–11:00	Action plans
11:00–11:30	**Coffee break**
11:30–11:45	Action plans (continued)
11:45–12:53	Monitoring
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,890.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
London Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,450.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Vienna Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,940.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Paris Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,860.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Vienna Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,940.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	17 May 2027	21 May 2027	**€2,840.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,650.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Amsterdam Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Rome Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,840.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Dubai Confirmed dates	4 Oct 2027	8 Oct 2027	**€3,150.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Istanbul Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,890.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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