



New APO publication



COMPENDIUM OF BEST PRACTICE CASE STUDIES IN ASIA (Volume II)

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The APO launched the APO Best Practice Network in 2001 to generate, share, and transfer knowledge on best practices that will help organizations in its member countries to improve their performance. In line with those objectives, the first compendium of 17 best practices in six countries in the areas of the balanced scorecard, frontline customer service, and people performance evaluation practices was published in 2004. The new second compendium revolves around three topics, an innovation culture, organizational excellence in SMEs, and how to carry out local benchmarking, and introduces 12 case studies from Singapore, Thailand, the Philippines, Japan, and the Republic of China.

The new volume follows the format of Volume I, and is the result of one year of benchmarking in each country overseen by participating NPOs. Each case study covers areas such as organizational profile, rationale and objectives, overall description, leading practices adopted, benefits gained, lessons learned, key performance indicators, recent improvements, and subsequent steps for continuous improvement. The organizations described in these case studies are identified by code to protect the confidentiality of the information supplied as well as to emphasize their leading practices, rather than the image of the organization. This masking of identity also allowed the participating enterprises to present their problems, benchmarking practices, and results or a lack thereof frankly.

One case study from the Philippines, on Benchmarking in the Healthcare Sector, is a good example of that frankness since it focused on preventing errors in the administration of medications. Another example from Singapore discussed new product specifications in some detail after the adoption of an innovation strategy by a medium-sized turnkey marine solutions provider. Cultural and other barriers to undertaking benchmarking are cited, along with possible ways to overcome them, to provide a necessary balance to the successful results reported by most participating enterprises.

The APO, which plans to strengthen its Best Practice Network, organized the seventh workshop of the Best Practice Network in Mongolia in September 2006, and the eighth workshop is planned for later in 2007. Both Volumes I and II of the *Compendium of Best Practice Case Studies in Asia* are available in print editions and on the APO Web site at www.apo-toyo.org. Their companion volume, the *Benchmarking Training Manual*, is also available in the two versions.

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