FIRST MEETING OF THE OECD/PUMA INTERNATIONAL BENCHMARKING NETWORK

AGENDA

21 November 1997
OECD Headquarters, Paris
Agenda for the First Meeting of the OECD/PUMA International Benchmarking Network
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Objectives
- To launch the OECD/PUMA International Benchmarking Network.
- Share and discuss experiences on international benchmarking.
- Discuss proposals for the role and operation of the network.

Participants
- Officials from central management agencies responsible for developing and implementing policies and practices in relation to public sector benchmarking.
- Benchmarking practitioners from operational departments and agencies.
- Other selected experts in public sector benchmarking.

Fact sheets
- Participants are invited to bring short factsheet or other information on public sector benchmarking in their country or organisation.

Chair
- Richard Murray, the Swedish Agency for Administrative Development

Programme

09:30 - 09:45 Welcome/Start-up announcements

09:45 - 12:00 Role and operation of the International Benchmarking Network
- Survey of International Benchmarking activities and networking [Presentation by Sweden]
(Coffee break)
11:00 - 11:20 Operation of Benchmarking Databases [Presentation by the United Kingdom]
- Proposals for the role and operation of the network [Presentation by the PUMA Secretariat]

12:00 - 13:00 Benchmarking Networks and International Benchmarking
- Benchmarking activities and networks in the United States [Presentations by the National Performance Review (NPR) and the American Productivity and Quality Center (APQC)]

13:00 - 14:30 No-host Lunch

14:30 - 16:00 Benchmarking Networks and International Benchmarking (continued)
- Benchmarking of Tax- and Customs Authorities [Presentation by Customs and Excise, the United Kingdom]
- Benchmarking of hospitals [Presentation by CHKS (subsidiary of HCIA)]

16:00 - 16:15 Coffee break
16:15 - 17:15  Comparative work by the OECD
  • Comparative work on education [Presentation by the OECD Centre for Educational Research and Innovation]
  • PUMA Business Survey on Regulatory and Administrative Business Environments [Presentation by the PUMA Secretariat]

17:15 - 18:00  Sum-up and conclusions on role and operation of the International Benchmarking Network