Benchmarking Questions

1. Describe the purpose being served that motivates and focuses people.

2. Describe the philosophy that has resulted in the success you are experiencing.

3. What physically had to be put in place for your success; such as IT systems, work areas, specialized equipment?

4. Does the workflow predictably deliver the performance required? Cost, quality and schedule? What is the definition of quality?

5. What are the staffing and talent requirements to do the work? What is the headcount to workflow ratio?

6. What are the trends of results delivered? Is there a history of improvement? How would you describe the improvement feedback loop?