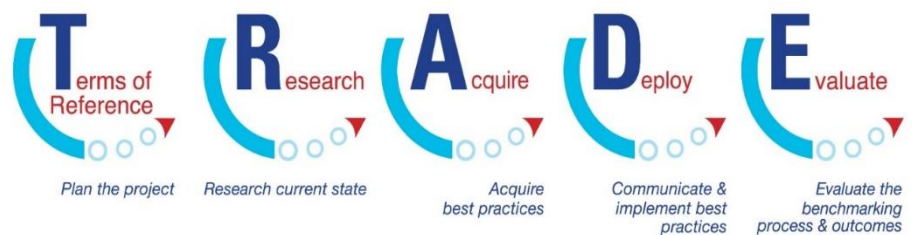


*To be competitive and meet the ever increasing demands of stakeholders it is imperative that organisations constantly revise and refresh their management practices, processes, products and services. The most effective approach to use for this purpose and constantly learn and apply local and international best practices is through benchmarking.*

BestPrax® Club, India and the Centre for Organisational Excellence Research, New Zealand offer certification training on Benchmarking for Excellence to enable organizations to harvest, document, and trade best practices; and proactively challenge the best practices to create *innovative next practices*.

### “TRADE” BENCHMARKING FOR EXCELLENCE

The TRADE Benchmarking methodology is focused on the exchange (or “trade”) of information and best practices to *dramatically* improve the performance of processes, goods and services. TRADE provides a systematic and powerful approach to learn from other organisations and unlock the creativity of your staff. TRADE is used by all types of private and public sector organisations (it is the approved methodology for the public service in Singapore, Dubai, and the Philippines) and was first used by the New Zealand Benchmarking Club. Thousands of professionals have been trained enabling them to further their career through the application of the TRADE toolset and learning in associated areas of innovation, change management, project management, and research techniques.



### CERTIFICATION



Individuals trained in TRADE can advance their knowledge of benchmarking through its accompanying certification scheme. Successful participants will be awarded the TRADE Benchmarking Trained Certificate (Bronze) by the Center for Organizational Excellence Research (COER). Completed benchmarking projects if rated as 3 Stars ★★ or above enable trainees to advance to Benchmarking Proficiency. To achieve Trade Benchmarking Mastery (Gold) at least one benchmarking project needs to be completed at a 5 Star ★★★★★ level. This certification scheme is the first to be offered in benchmarking, and recognizes the need to advance the professionalism of this field.

### OBJECTIVES OF WORKSHOP

- ♦ To provide participants with a comprehensive understanding of benchmarking
- ♦ To provide participants with the skills necessary to conduct projects to learn and apply best practices that deliver significant operational and financial benefits
- ♦ To kick-start a benchmarking project of relevance to the participant’s organisation.

### DATES OF TRADE WORKSHOP

**27-28 April 2017, Mumbai, India.** The workshop follows the 5<sup>th</sup> International Best Practice Competition (IBPC), 25-26 April 2017, Mumbai, India. <http://www.bestpracticecompetition.com/>



### TRAINER

**Dr. Robin Mann**, Founder, BPIR.com and TRADE Benchmarking; Director, Center for Organizational Excellence Research; Chairman, Global Benchmarking Network

### REGISTRATION



**Registrations from India (of individuals or organisations that are resident/have headquarters in India) contact:**  
Tejas Shah, BestPrax® Club Pvt. Ltd., 4B Sindhu House, Nanabhai Lane, Fort, Mumbai 400 001, India. T: (91-22) 6634 8704, E: [inbox@bestprax.com](mailto:inbox@bestprax.com) | W: [www.bestprax.com](http://www.bestprax.com). Fee = INR 60,000 + 15% Service Tax = INR 69,000.



**Registrations from outside India contact:**  
The Centre for Organisational Excellence Research, New Zealand. E: [trade@coer.org.nz](mailto:trade@coer.org.nz) W: [www.coer.org.nz](http://www.coer.org.nz)  
Fee = US\$1,285 one person, or US\$1,050 per person if more than one person or if the person is from an IBPC applicant.



**ONLY COMPLETE THIS REGISTRATION FORM IF YOU ARE REGISTERING FROM OUTSIDE INDIA OTHERWISE REGISTER BY CONTACTING: Tejas Shah, BestPrax® Club Pvt. Ltd, [inbox@bestprax.com](mailto:inbox@bestprax.com)**

To register, please email this completed form to [trade@coer.org.nz](mailto:trade@coer.org.nz)

### Delegate A

Delegate's Name: (Mr./Ms/Mrs/Dr):

Position:

Email:

### Delegate B

Delegate's Name: (Mr./Ms/Mrs/Dr):

Position:

Email:

### Delegate C

Delegate's Name: (Mr./Ms/Mrs/Dr):

Position:

Email:

### Delegate D

Delegate's Name: (Mr./Ms/Mrs/Dr):

Position:

Email:

### Organisation

Contact Person:

Name of Organisation:

Country:

Email:

Address:

Tel:

### Authorisation *(Signatory must be authorised to sign on behalf of contracting organisation)*

Name:

Position:

Signature:

Date:

*This contract is invalid without an authorised signature*

### FEES

US\$1,285 one person, or US\$1,050 per person if more than one person or if the person is from an [International Best Practice Competition](#) applicant organisation. Fees inclusive of: training materials, luncheons, refreshments AND one year complimentary individual membership to the Business Performance Improvement Resource ([www.BPIR.com](http://www.BPIR.com)). On receiving this form an invoice will be issued. The payment needs to be received within 20 working days of the invoice date or before the event whichever is sooner. The fee of the full specified amount is required to be received by COER Ltd in its bank account after payment of any bank charges or local withholding taxes.

### CANCELLATION/ SUBSTITUTION

Substitution is welcome at any time. This registration contract carries an immediate 50% liability once COER Ltd receives the completed registration form. In the event of cancellation, to obtain the balance of the registration fee as a credit to be applied against another COER Ltd event, a written notice of cancellation must be received by COER Ltd via email 3 weeks before the training course date. Cancellation with less than 3 weeks notice prior to the training course date carries a 100% liability of the registration fees with the training course materials being sent to the client. Payment must be made prior to the training course and the client agrees that in case of dispute or cancellation of this registration contract COER Ltd will not mitigate its losses for less than 50% of the registration fees. If for any reason COER Ltd decides to amend this registration, it is not responsible for the airfare, hotel accommodation or any other costs incurred by the client. In the event that COER Ltd cancels the registration, COER Ltd reserves the right to transfer this registration to another registration to be held in the following twelve months, or to provide a credit of an equivalent amount to another registration within the following twelve months. Indemnity: Should for any reason beyond the control of COER Ltd, the venue or the facilitator change, or the training course to be cancelled due to an act of terrorism, extreme weather conditions, industrial action or non-performance by the registration trainer, COER Ltd shall endeavour to reschedule but the client hereby indemnifies and holds COER Ltd harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. Both COER Ltd and the client agree that this contract is governed and constructed in accordance with the laws of New Zealand and hereby submit to the jurisdiction of the courts of New Zealand.