

Benchmarking – component of Human Resources Management

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Abstract: Benchmarking is an organizational change process directed towards continuous improvements. Benchmarking is typically a part of Human Resources Audit. Benchmarking is a continuous search for best practices among recognized leaders that lead to their superior performance. The basic idea is analyzing what the superior organization did in order to make the improvement and integrating whatever methods might be useful.

This paper will begin with a brief overview by introducing each of the four steps involved in the benchmarking process. We will look at the issues of what to benchmark and where to find benchmarking information. We will conclude with a discussion on analyzing data and implementing changes.