Contents

Preface	ix
Introduction	1
Section One: Setting the Scene: Benchmarking and a Bank	25
CHAPTER 1 Benchmarking as a Management Technique	27
CHAPTER 2 Global Financial and Team Challenge	55
Section Two: The Process of Benchmarking: How and Who?	7 9
CHAPTER 3 Practical Reasoning and the Case for Change	81
CHAPTER 4 The Construction of a Reference Group	109
CHAPTER 5 Interorganizational Influence	142
Section Three: The Results of Benchmarking: Proposals and Programs	171
Chapter 6 Common Moves in Organizational Reform	173
Chapter 7 Personal and Programmatic Impact	194
Снартек 8 Global Financial's Corporate Quality Initiative	215
CHAPTER 9 Some Lessons from the Search for Best Practice	247
Bibliography	265
Index	281