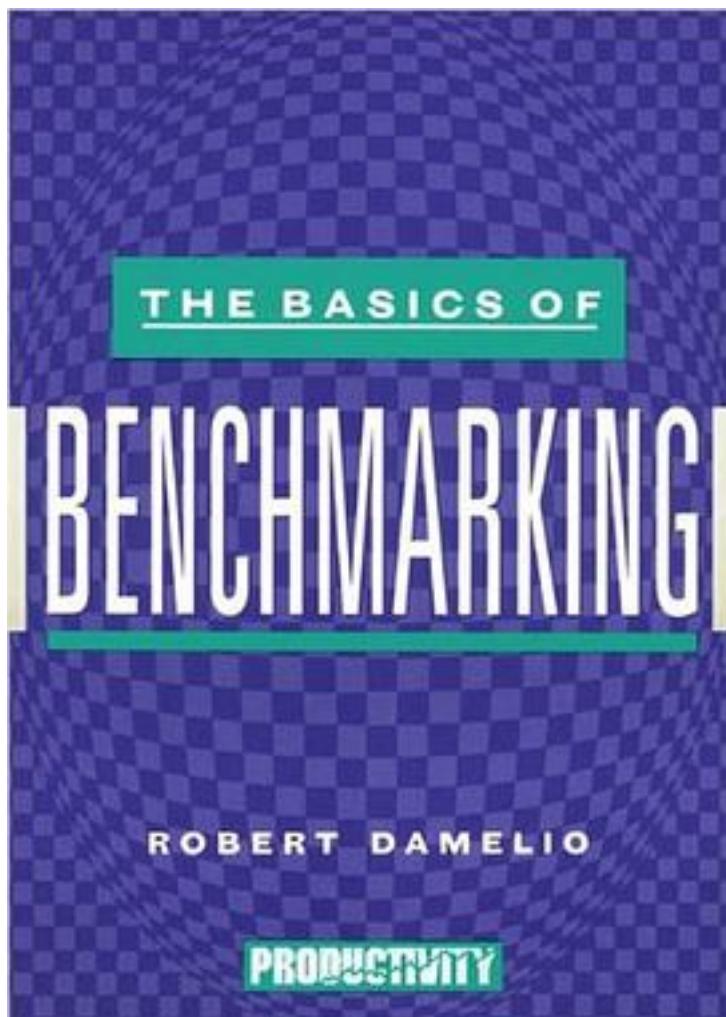


The Basics of Benchmarking



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The first part of "The Basics of Benchmarking" provides a guide to the language of

benchmarking and answers some commonly asked questions. The second part of the book walks through the three phases of the benchmarking process -- Analysis, Discovery, and Implementation -- and provides charts and checklists on what questions should be answered at each phase, and what outputs should be produced. The book closes with a complete process map and outlines the entire site visit process.

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