



The Benchmarking Book

Michael J. Spendolini

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Benchmarking is a revolutionary process that has been launched by many organizations, but it can quickly turn from a great idea to a great burden. Spendolini, one of the original benchmarking proponents at Xerox, simplifies the whole process and presents a distillation of how the best benchmarking programs in the U.S. are run. This synthesis of "lessons learned" provides a solid, practical platform from which to launch an effective benchmarking program.

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