

Content for Reset Group's U.S. website promoting Benchmarking services

Home Page

Do you want to find the performance bottlenecks in your organization...those unknown areas that if fixed could save you costs or release significant gains in productivity?

Are you losing your competitive edge and not sure why? Would you like to learn from the best practices in your industry...to catch up to the leaders without having to reinvent the wheel?

Would you like to know what areas of your organization to invest in to get the best 'bang for your buck'...solid data to validate your investment decisions or convince senior management?

Reset Group can help you find the answers...you can discover:

- Relevant accurate benchmarking that 'compares apples with apples'
- Our commitment to confidentiality of sensitive business information
- More than just survey results – solutions that effect positive changes
- Great returns for your investment – benefits that far outweigh the cost

Reset Group offers benchmarking for various aspects of your business or organization, specific to your industry and even locality

We provide benchmarking across a range of organizational areas and sectors:

- Sales and Marketing
- Technology
- Human Resources
- Finance and Accounting
- Hospital Support Services
- Public Sector

Find out more about how we can help you identify your performance gaps and step-up your productivity by going to the [Overview](#) or [Specific Solutions](#) pages...

What is benchmarking?

Identifying those performance gaps and stepping-up your cost-effectiveness

Benchmarking in simple terms is a comparison survey where an organization measures its performance in specific areas against industry standards (benchmarks) and best-performing organizations, to find shortfalls and learn how to improve its performance.

Is benchmarking really worth the time and expense...and what kinds of companies benefit the most?

Benchmarking can transform businesses. Some well-known cases are Xerox and Chrysler - where the benchmarking of new Japanese product development techniques prior to the development of the Viper sports car is credited with saving three billion dollars from development costs and one year of development time.

Studies of Fortune 500 companies have found impressive first year payback from benchmarking projects. More than 30 of these companies reported an average of \$76 million payback, and some organizations reported a staggering \$189.4 million. Even developing organizations have found average first year payback levels of \$370,000.

Reset Group's benchmarking studies are targeted at organizations with 50 or more employees, to get the most effective gains.

What about confidentiality of sensitive business information?

All survey results collected by Reset Group are kept strictly confidential. In no way will any organization be able to identify the results of another other organization. Quantitative reports will be limited to number ranges only for each performance metric. However, your organization will be invited to present their best practices to other organizations if it is identified as a top.

Benchmarking where you can be assured that 'apples are being compared with apples'

Other benchmarking studies may not compare your performance metrics relevantly or accurately with industry figures. At Reset Group, our analysts will 'sanity check' and review your survey results to ensure accurate and relevant comparisons are being made with your industry metrics...with rigorous quality control.

A one-stop-shop for benchmarking for various aspects of your business or organization, specific to your industry and even locality

We provide benchmarking across various areas of your organization including:

- Sales and Marketing
- Technology
- Human Resources
- Finance and Accounting

And we specialize in the following sectors:

- Hospital Support Services

- Public Sector

[Find out more about specific benchmarking studies](#)

We offer three types of benchmarking:

- Competitive – comparison with other organizations in your industry
- Internal - comparison of areas within your organization
- Non-competitive – comparison with organizations in other industries

We can also facilitate interactive benchmarking workshops for you with other interested organizations, so you can find out more on best practices.

Not just survey results but total solutions

Relevant accurate survey results are just the basic service we offer. We also offer you complete value-added solutions. Our analysts can walk you through any part of the benchmarking process you need assistance with, including gathering of data, writing business cases to get funding approval, and implementing changes.

Find out more about performance measures, costs, and how to participate by clicking on the menu on the left...

Specific Solutions

Reset Group offers benchmarking for various aspects of your business or organization, specific to your industry and even locality

We provide benchmarking across a range of organizational areas and sectors:

- Sales and Marketing
- Technology
- Human Resources
- Finance and Accounting
- Hospital Support Services
- Public Sector

Click on the menu on the left to find out more about these specific studies...

- Performance measures used and presented
- Get specific figures based on first-hand industry data, closest to your size and locality
- Our customized performance reports, giving you tools to effect positive changes in your organization
- What you receive for your investment
- Key benefits and discoveries from previous benchmarking studies
- Success stories and organizations that have reported returns far-outweighing their investment

Hospital Support Services - Benchmarking Solutions

Would you like to know what areas of your support services to invest in to get the best 'bang for your buck'...solid data to validate your investment decisions or convince senior management?

It could be a real eye-opener...finding those hidden gems...effective practices that could save you costs or release big gains in productivity

Find those cost-efficiency gains expected by your management and stakeholders

Identify performance gaps and boost your cost-effectiveness

Great performance improvements have been discovered from previous benchmarking studies such as centralized vehicle booking, better use of contractors, reduced orderly turnover through training programs, and many more...

Get specific figures based on first-hand industry data, closest to your size and locality

We give you the value of first-hand industry data direct from partner organizations, not just publicly available figures used by other benchmarking companies. We drill down to specific performance indicators like...linen and laundry cost per kg of laundry, maintenance hours required weekly per 100m² of buildings, total Inventory Management FTEs as a percentage of total Support Services FTEs, and many more...

A customized performance report – giving you tools to effect positive changes in your organization

Your report will include:

- Performance comparisons between your company and the industry
- Identification of possible areas for improvement
- Advice on how to make positive changes in your hospital support services

Find out more about benefits, measures, success stories, costs, and how to participate by clicking on the menu on the left, or [sign up](#) to participate now...

Key benefits

Benchmarking will provide your organization with:

- Better problem-solving and awareness of change and improvements
- New innovative ideas and practices
- An understanding of your industry and challenges that similar organizations face
- Assessment against your industry's key performance indicators

- Improved strategy-making processes

Some key discoveries from previous benchmarking studies

Here is a sample of best practices that emerged from previous studies:

- Reduced costs from using centralized vehicle booking
- Identification of cleaning audit software to manage domestic cleaning services
- Foresight of risks and response before problems arise by planning around local trends
- Reduced orderly turnover by offering effective training programs and qualifications
- Increased cost-efficiency by finding where best to use in-house staff versus outsourcing to contractors

Find out more detail on [performance measures](#)

Performance Measures

This study analyses the following specific performance metrics, listed by categories.

Engineering and Building Maintenance

- Engineering and Building Maintenance Costs as a % of Total Expenditure
- Engineering and Building Maintenance Costs as a % of Total Support Services Expenditure
- Engineering and Building Maintenance Cost per Engineering and Building Maintenance FTE
- Average Salary/ Wages per Employed Engineering and Building Maintenance FTE
- Energy Expenditure as a % of Total Engineering and Building Maintenance Services Expenditure
- Contracted Engineering and Building Maintenance FTE's as a Percentage of Total Engineering and Building Maintenance FTE's
- Total Engineering and Building Maintenance FTE's as a Percentage of Total Support Services FTE's
- Maintenance Hours Required Weekly per 100 m² of Buildings
- Engineering and Building Maintenance Cost per m² of Buildings
- Energy Expenditure per m² of Buildings
- Coal Price per Kg of Coal
- Gas Price per MJ of Gas
- Electricity Price per MWH of Electricity

Food Services

- Food Services Costs as a Percentage of Total Expenditure

- Food Services Costs as a Percentage of Total Support Services Expenditure
- Average Salary/ Wages per Employed Food Service FTE
- Contracted Food Services FTE's as a Percentage of Total Food Services FTE's
- Total Food Services FTE's as a Percentage of Total Support Services FTE's
- Food Services Dieticians as a Percentage of Total Food Services Staff
- Food Services Staff to Management Ratio
- Patient Meal Average Cost
- Patient Meal Costs per Occupied Bed Day

Grounds Maintenance Services

- Grounds Maintenance Costs as a Percentage of Total Expenditure
- Grounds Maintenance Costs as a Percentage of Total Support Services Expenditure
- Grounds Maintenance Cost per Grounds Maintenance FTE
- Grounds Maintenance Cost per m² of Grounds
- Annual Grounds Maintenance Hours Required per m² of Grounds
- Grounds Maintenance Cost per Occupied Bed Day
- Average Salary/ Wages per Employed Grounds Maintenance FTE
- Grounds m² per Grounds Maintenance FTE
- Contracted Grounds Maintenance FTE's as a Percentage of Total Grounds Maintenance FTE's
- Total Grounds Maintenance FTE's as a Percentage of Total Support Services FTE's

Inventory Management

- Inventory Management Costs as a Percentage of Total Expenditure
- Inventory Management Costs as a Percentage of Total Support Services Expenditure
- Inventory Management Cost per Inventory Management FTE
- Average Salary/ Wages per Employed Inventory Management FTE
- Inventory orders placed per Inventory management FTE
- Pharmacy Expenditure as a Percentage of Total Inventory Management Expenditure
- Purchasing and Distributing Costs as a Percentage of Total Inventory Management Expenditure
- Contracted Inventory Management FTE's as a Percentage of Total Inventory Management FTE's
- Total Inventory Management FTE's as a Percentage of Total Support Services FTE's
- Inventory Management Staff to Management Ratio

- Inventory Turnover Ratio
- Average Value per Inventory Order Placed
- Percentage of Inventory Orders Placed by Other Departments
- Utilization Rate of Storage Capacity

Linen and Laundry Services

- Linen and Laundry Costs as a Percentage of Total Expenditure
- Linen and Laundry Costs as a Percentage of Total Support Services Expenditure
- Linen and Laundry Cost per kg of Laundry
- Linen and Laundry Cost per Linen and Laundry FTE
- Kg's of Laundry per Linen and Laundry FTE
- Transportation Costs per Linen and Laundry FTE
- Average Salary/ Wages per Employed Linen and Laundry FTE
- Total Linen and Laundry Service FTE's as a Percentage of Total Support Services FTE's

Orderly Services

- Orderly Services Costs as a Percentage of Total Support Services Expenditure
- Orderly Services Cost per Orderly Services FTE
- Orderly Services Cost per 1000 Admissions
- Orderly Services Cost per 1000 Bed Days
- Average Salary/ Wages per Employed Orderly Service FTE
- Orderly FTE per 1000 Admissions
- Orderly FTE per 1000 Bed Days
- Total Orderly Service FTE's as a Percentage of Total Support Services FTE's
- Orderly Staff to Management Ratio

Security Services

- Security Cover Provided
- Security Services Costs as a Percentage of Total Expenditure
- Security Services Costs as a Percentage of Total Support Services Expenditure
- Security Services Cost per Security Service FTE
- Number of Documented Incidents per Security Service FTE
- Security Services cost per m² of Building and Grounds Area
- Contracted Security Service FTE's as a Percentage of Total Security Service FTE's
- Total Security Service FTE's as a Percentage of Total Support Services FTE's
- Security Services Staff to Management Ratio
- Average salary/ wage per employed security service FTE

Transport Services

- Total car/ van/ light truck (less than 3 tonne) km's traveled per \$10,000 of Transport cost
- Transport Services Costs as a Percentage of Total Expenditure
- Transport Services Costs as a Percentage of Total Support Services Expenditure
- Transport Services Cost per Transport Service FTE
- Average Salary/ Wages per Employed Transport Service FTE
- Transport Services FTE's per 100 Vehicles

Human Resources

- Human Resource department cost as a percentage of total revenue
- Employment costs as a percentage of operating costs
- Payroll cost per employee
- Ratio of Human Resource department employees to total employees
- Proportion of part time to fulltime employees
- Average lead time to recruit employees
- Percentage of advertised positions unfilled past closing date
- Annual number of employment grievances per 100 employees
- Average number of sick days taken per employee
- Sick days allocated per employee
- Allocation of vacation days per FTE employee
- Percent of job offers accepted in a year
- Recruiting cost per employee hired
- Average number of training hours allocated per staff member
- Training costs per FTE employee
- Cost of in-house training
- Cost of external training
- Human Resource department staff turnover rate

Information Technology

- Hourly cost for Application Development FTEs
- Average duration of concurrent scheduled outage for Mission Critical Systems
- Total IT expenditure as a percentage of total operating cost
- Percentage of projects completed within time
- Total IT spending per IT user
- PC per IT support FTE
- Percentage of IT users who have email access
- Average annual hours of training per IT support FTEs

- Percentage of IT users who have Internet access
- X86 server uptime
- UNIX server uptime
- IT FTE employees turnover rate
- Average duration of concurrent unscheduled outage for Mission Critical Systems
- TCO per workstation
- Percentage of projects completed within budget
- Total IT expenditure as a percentage of total revenue

Finance and Accounting

- Percentage of projects exceeding approved budget
- Finance department cost as a percentage of total expenditure
- Span of control; finance team to management rate
- Yearly staff turnover rate for the entire finance department
- Percentage variation from operating expenditure budget
- Labor cost per invoice
- Labor cost per payment
- Percentage of payments received electronically
- Hours and days for annual close
- Minimum capitalization value
- Total accounting cost per fixed asset tracked
- Average number of employee payroll enquiries per payroll transaction
- Accounts payable labor cost per vendor invoice
- Average number of invoices per payment transaction
- Annual number of invoices processed per full-time equivalent
- Total cost per payment
- Total Finance department cost as percentage of revenue.

Would you like to find out more about [how to participate](#)? Or read about some [success stories](#)?

Success stories

Here's a few testimonials to the value of past Health Support Services Benchmarking studies...

"Reset Group should be congratulated for their leadership in facilitating this study...it gained much value for the participating hospitals."

...Caroline Boyd, Benchmarking Director, District Health Boards New Zealand

"We found significant savings in the way we manage our vehicle fleet. In particular, we found ways to overcome problems with car parking at our inner city hospitals."

...Ron Pearson, Counties-Manukau Health

“We proved areas of under-investment to our Board. The study gave us independent information for our business cases to improve our IT efficiency”
...Craig Green, CIO, Public Trust

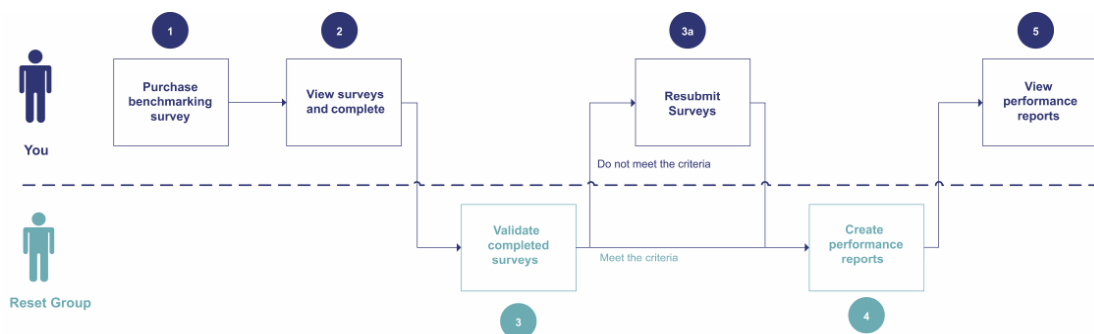
“We were able to show areas where we had exceeded others’ quality standards for domestic cleaning while keeping our costs low.”
...Dave Gower-Rudman, Lakes Health

“We used the 2005 study to improve the way we managed orderlies and lowered our staff turnover”
...Cathy Ward, Capital & Coast District Health

Would you like to find out more about [how to participate](#)? Or [sign-up](#) now?

How to Participate

The diagram below shows the process involved in a benchmarking study. You can find more detail on the [How it works](#) page



Would you like to [sign up](#) to participate now...

Your investment

Cost of studies

The cost of this study is NZD 1,995 or you can purchase the results of past studies for NZD 2,995.00. These costs are reduced from previous studies as we have employed new technologies to improve analysis and reduce our resource costs.

When you purchase a study, you can also select your own currency and view converted costs accordingly. Payment can be made online by credit card (Visa/ MasterCard/ Amex) or by direct credit/ telegraphic transfer, or check, in your own currency if you wish.

What you receive for your investment

You will receive:

- A customized online report indicating your performance across relevant areas of your organization together with a commentary including recommended best practices
- Notification of any problems with submitted data such as illogical answers or statistically significant errors
- Tailoring of results to the closest-sized business in your industry and location
- Identification of performance areas that may require further investigation
- Telephone support to answer questions related to the study

Organizations have reported returns far-outweighing their investment

Here's a sample of testimonials from hospital support services management...

- Reduced personal-use-of-vehicle claims by 43% (Hawkes Bay DHB)
- Reduced fringe benefit tax costs by 28% (Hawkes Bay DHB)
- Relatively painless reduction in cleaning costs (by \$300,000), without sacrificing quality (Lakes DHB)

Have you seen the key benefits and success stories? Would you like to contact us to discuss your needs with us or sign up to participate...

See [actual website](#)