

Benchmarking and reporting

While quality and performance are related, they are not the same.

An organisation may be able to show how they align with good practice but may still fail to meet the relevant threshold requirements and expectations for performance. It can be hard to recruit support for performance targets without recourse to the kind of reference points which help them 'make sense'.

Benchmarking can help to provide a sound basis for establishing and reviewing indicators of performance. It can also help to uncover development opportunities and identify areas of good practice.

Our benchmarking services can be tailored to a variety of contexts, including:

- Policy benchmarking;
- Qualitative information;
- Population metrics (including participation or enrolment statistics); and
- Financial indicators.

Benchmarking is an invaluable tool for evidence-based decision making. It can be used to provide an overview of activity in a particular sector, as a market and competitor analysis and to establish reference-points as the foundation for identifying and rewarding good practice.

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