

Highways Infrastructure Asset Management Definition of Benchmarking Principles

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Benchmarking is defined as a measurement of the quality of an organisations policies, services, programs, strategies and their comparison with standard measurement or similar measurements of its peer, the objectives of benchmarking are;

1. To determine what and where improvements are called for.
2. To analyse how other organisations achieve their high performance levels
3. To use this information to improve performance.

HMEP believes that Benchmarking and Performance is important because;

- It is essential to increase visibility of highway performance so that costs, quality and customer expectations can be managed from within the sector, rather than by Government.
- The highways sector should agree a more unified and common set of indicators reflecting improvements to services.
- Simple and transparent indicators about overall efficiency and effectiveness that can be used by the sector to enable them to set targets and measure their own progress. The indicators will use both quantitative and qualitative information, to reflect the wide benefits of improving highway maintenance.
- By highlighting the improvements already underway, and by making progress more transparent, we can clearly demonstrate to the public how the condition of their local roads are improving and what more needs to be done. Everyone benefits from this approach.

Code of Conduct: - brief description required.

- Principle of Preparation – Be fully prepared for exchange with partners to ensure you get the most out of the time of benchmarking with them.
- Principle of Contact - Respect the corporate culture of partner local authorities and work in accordance with procedures mutually agreed. Avoid revealing the name of a contact in an open meeting without having obtained prior consent from the contact.
- Principle of Exchange - Be honest, complete and timely with information submitted. Provide the same type and level of information to partners that you have requested.
- Principle of Confidentiality - The participation of a local authority in a study is confidential and must not be revealed to a third party without the prior consent.
- Principle of Use - Use information obtained through Benchmarking only for purposes stated to and agreed with the Benchmarking partner.
- Principle of Legality - Do not provide the results of a benchmarking study without first having obtained the consent of the parties that participated in the study.
- Principle of Completion - Follow through with each commitment made to your Benchmarking partner in a timely manner.
- Principle of Understanding and Agreement – understand how benchmarking partners would like to be treated and agree how your partner expects you to use the information provided.