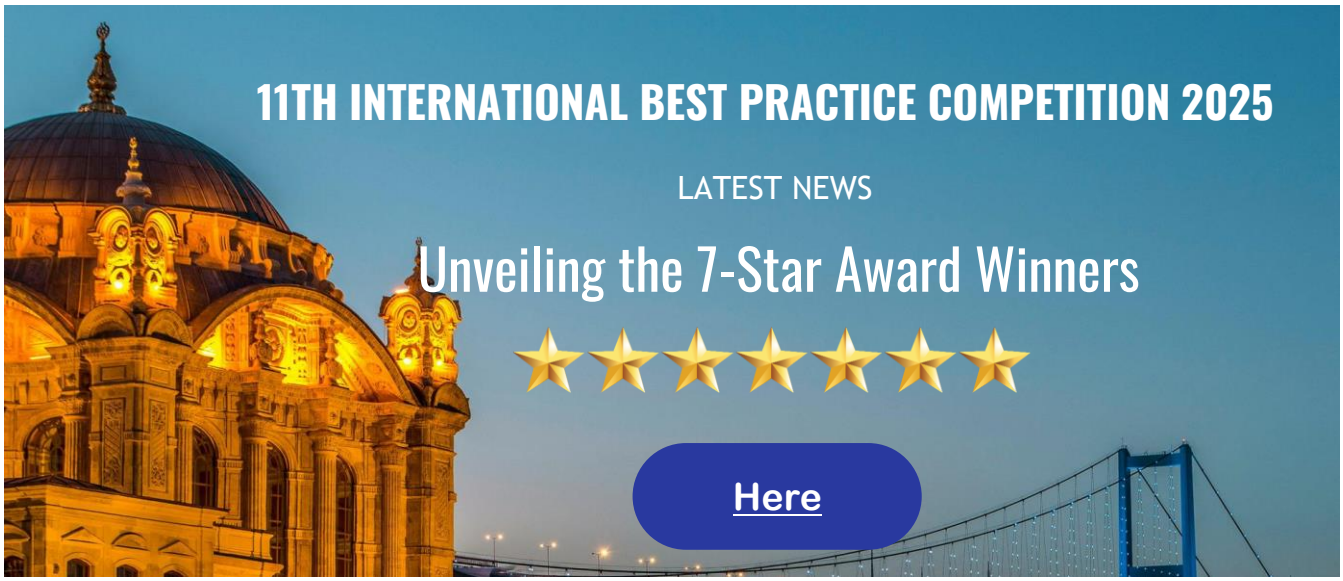
CENTRE FOR ORGANISATIONAL EXCELLENCE RESEARCH

COER News

1 September 2025

Welcome to COER News: Inspiring Excellence Worldwide!



26 AUGUST 2025

The 7-Star Winners represent the pinnacle of achievement — International Best Practices that are Role Models, World-Class, and Truly Wow-worthy!

After over 110 inspiring applications from around the globe qualified to share their best practices, competing across 25 rigorous webinar sessions, we are honored to announce the **15 Best Practices selected as this year's 7-Star Award Winners** at the International Best Practice Competition (IBPC)! The Finals (Best of the Best - Awards Spectacular) were held on 19-20 August 2025.

These innovative and impactful practices embody the relentless pursuit of excellence, driving meaningful change across organisations, communities, and industries worldwide.

To our exceptional jury members – your insight, dedication, and rigorous evaluation have been instrumental in recognising true excellence.

To our valued partners and supporters – thank you for your unwavering belief in the power of best practice sharing and your continued contributions to this global movement.

Together, we're building a future fueled by knowledge, innovation, and collaboration.

Announcement Here



Seal of Excellence: Your Fast Track to Business Excellence Recognition

To accelerate progress, many leading organisations are turning to the International Best Practice Competition (**IBPC**) **Best Practice Certification Scheme**, which offers **year-round** assessments outside the competition.

Practices are rigorously assessed using a 1 to 7 Star scale, where a 5-Star rating or higher indicates an international best practice. This recognition provides credible, expert-validated evidence of an organisation’s capabilities and results, **supporting applications for Business Excellence Awards** and strengthening stakeholder trust.

The IBPC Scheme's flexible approach enables you to rapidly evaluate multiple processes; benchmark against global standards; identify gaps and improvement opportunities; and build momentum toward award readiness and operational excellence.

Validate your excellence with the IBPC Best Practice Certification Scheme.

28 August 2025

The Global Benchmarking Network (GBN) is Reborn

International

On 28 August, the **Global Benchmarking Network** entered a new chapter, bringing together over 30 organisations and individuals passionate about benchmarking. For the first time, newly appointed **Benchmarking Ambassadors** from across the globe met with GBN's existing members to discuss the future of the network—how to strengthen professionalism in benchmarking, and how to inspire greater sharing and learning of best practices to benefit economies and societies worldwide.

If you would like to be part of this growing movement as a Benchmarking Ambassador, **you can join GBN here >>**

26-28 September 2025

COER at the QMOD-ICQSS 2025 Conference

Seoul, South Korea

Joint International Conference by:
Korean Society for Quality Management (KSQM), **Quality Management and Organizational Development (QMOD),** and **International Conference on Quality and Service Sciences (ICQSS).** The founder of QMOD is the distinguished Professor Jens J. Dahlgaard from Sweden, who has spent a lifetime leading initiatives and research in the quality management field.

Main theme of the conference:
Quality Management in the Age of AI

1 September to 10 September 2025

3 More Prestigious Award Finals This September – Innovation, Benchmarking & ESG

International



Although the International Best Practice Competition 2025 has now concluded, three exciting award finals are still to come:

- *Organisation-Wide Innovation Award – 1 September*
- *Global Benchmarking Award – 2 September*
- *ESG Excellence Award – 9 September*

Register here to attend

The winners of these awards will be announced on 10 September, alongside the results of:

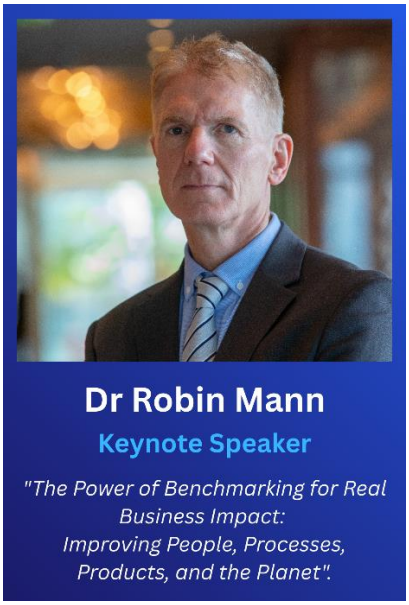
- *The 21 Categories of Excellence in the International Best Practice Competition 2025*
- *Pioneer in Excellence Prizes*
- *Best SME Award*
- *New Zealand Best Practice Competition*

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29 September to 10 October 2025

COER Team to Assist NPS with Business Excellence and Benchmarking Training

Colombo, Sri Lanka



Dr Mann, the Head of the Centre for Organisational Excellence Research (COER), New Zealand, will be presenting a paper that highlights two major initiatives to showcase the impact of benchmarking from both formal and informal perspectives.

General registration is still open! >>



Team COER (Centre for Organisational Excellence Research) will be conducting training for the **National Productivity Secretariat (NPS)**, Sri Lanka in business excellence and TRADE Best Practice Benchmarking methodology. This is an Asian Productivity Organisation project supporting the NPS.



COER in the Middle East for Strategic Business Meetings and Collaborative Opportunities

UAE and Saudi Arabia

13 October 2025 Onward

Dr. Robin Mann will be visiting the UAE and Saudi Arabia to engage in a series of high-level meetings focused on discussing and finalizing key benchmarking initiatives. The visit aims to strengthen collaborations and drive forward strategic projects in the region.

During this time, Dr. Mann welcomes the opportunity to connect with organisations and industry leaders interested in exploring potential projects, joint initiatives, or strategic alliances in the areas of benchmarking, performance improvement, and organisational excellence.

To schedule a meeting to discuss how COER can work with you, please contact Dr Robin Mann at the email below.

r.s.mann@coer.org.nz

COER's Relationship with the EFQM Strengthened

Brussels, Belgium

COER is delighted to announce the strengthening of its partnership with EFQM. In addition to providing EFQM members with access to the Best Practice Improvement Resource (BPIR.com), COER's **TRADE Best Practice Benchmarking Certification** Training has now been fully integrated into **EFQM's Business Transformation Leader Learning Pathway**.

This milestone highlights the vital role of benchmarking and best practice learning in shaping the next practices that drive the development of world-class organisations.

COER Seeking a University Partnership

Global



In 2024, COER concluded its 25-year partnership with Massey University as it looks to further strengthen its research capability and global impact.

For over two decades, COER has been a world leader in business excellence and benchmarking research, publishing more peer-reviewed papers on these topics than any other institute (see listing here). Its most recent research has focused on **Organisational Excellence Architecture** – the building blocks of an excellence strategy and journey

COER is now seeking a university partnership that will:

- Attract and support PhD students to specialise in organisational excellence, benchmarking, and productivity.
- Leverage COER's extensive business networks, research outputs, and global activities.

Universities interested in exploring this opportunity are invited to contact Dr. Robin Mann.

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