

Benchmarking Project News

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Message

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ADB is continuing to take on the challenge of enhancing the capacities of local governments so they can provide an affordable and appropriate level of service delivery to their clients. It is in this light that I welcome you to the second phase of the Benchmarking Project.

This Project aims to create a culture of continuous improvement and a visible change management leadership among participating cities.

This quarterly E-Newsletter is intended to inform the participating cities' executives, coordinators, and managers on updates and goings-on with the Project to include feature stories and articles on benchmarking and continuous improvement. This maiden issue of the Project's E-Newsletter will feature a brief introduction to the Project, as well as, present events that have transpired since the beginning of the Project.

I request everybody to make this endeavor a success through your active participation and foster the exchange of ideas and experiences.

Again, welcome and good luck!

Benchmarking Project-Phase 2

Enhancing Municipal Services Delivery Capability

The Benchmarking Project - Phase 2 is a regional initiative of ADB intended to improve the effectiveness and enhance the capacity of local governments in the Asia and Pacific region in delivering municipal services.

The expected outputs of the Project are:

- enhanced capacity of participating cities to systematically improve delivery of services;
- existing mechanism for participation and feedback from all service stakeholders; and
- expanded network of cities for comparing performance indicators, sharing experiences and learning good practices in delivery of services.

Benchmarking and Continuous Improvement strategies involve a number of staff of the municipality, organized into teams and given specific training, to critically examine selected services and compare them with other municipalities. Based upon comparisons, the teams improve existing services and these changes are used as the basis for implementing an organization-wide sustained approach to identifying and implementing improvement in services, processes and performance.

The countries and cities involved in the Project are:

Country	Core	Satellites
India	Bangalore	Bommanahalli Mysore Tumkur
Philippines	Cebu	Iligan Naga Tagbilaran
Sri Lanka	Colombo	Kandy Nuwara-Eliya Kotte

The core cities shall mentor the satellite cities in the application of these techniques including training of Coordinators and benchmarking with each other.

Project Consultant

The **Australian Continuous Improvement Group (ACIG)** is the consulting firm engaged by ADB who will provide technical leadership and skills transfer for the Project. They will be assisted by domestic consultants from the participating countries.

ACIG is an Australia-based firm that specializes in helping clients achieve sustained improvement of organizational performance. You can e-mail them at aciq@aciq.com.au.



Mr. William A. Costin, Sr. Urban Dev't. Specialist, ADB, congratulates Mr. Bryn Campbell, Vice-President, ACIG, after the successful contract negotiations.

Launching of the Benchmarking Project- Phase 2

ACIG has completed the launching of the Benchmarking Project – Phase 2 in the core cities. Activities during the launching were the Training of Project Coordinators on Benchmarking and Continuous Improvement; Cluster Mayors' and Managers' Forums; and Briefing of Community-Based and Non-Government Organizations.



Cebu City coordinator interviews a customer.

Training - the participants were divided into teams to study selected case study services. The theories were delivered in the morning followed by application of the methods in the afternoon.



Briefing of Bangalore Commissioner Ashok Dalwai with Prof. Felisa Etemadi, Mr. Bob Hood and Mr. Raghu Kumar.

Cluster Mayors' and Managers' Forums – The City officials were briefed about the Project and provided them the opportunity to identify and prioritize crucial city services. It also planned out the role of the project and how the city will involve the community.



Prof. Felisa Etemadi orients Colombo NGOs and CBOs on the Benchmarking Project.

Briefing of Community-Based and Non-Government Organizations – This was a venue to orient the various associations in the community on what the Project is and what will be their deemed roles.

[E-mail](#) the Project Secretariat with your suggestions and contributions on this Newsletter.
Thank you