



The Benchmarking Book

Tim Stapenhurst

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The Benchmarking Book is an indispensable guide to process improvement through benchmarking, providing managers, practitioners and consultants with all the information needed to carry out effective benchmarking studies.

Covering everything from essential theory to important considerations such as project management and legal issues, **The Benchmarking Book** is the ideal step-by-step guide to assessing and improving your company's processes and performance through benchmarking.

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