

Book Validating a BEST practice A Tool for Improvement and Benchmarking

What does the acronym BEST mean?

"a **B**etter way to **E**xcellent results and **S**uccess through the application of an appropriate **T**ool."

What is BEST method?

The BEST method is a structured approach to describe a process that performs at an excellent level. The BEST method uses a tool which is a series of checklists (Excel-tables) enabling the reader to assess his Best Practice or as a guideline for writing a Best Practice. There are two tools: the BEST tool (a detailed checklist consisting of 4 Excel segments) and the BEST Quick Scan (a summary of the BEST tool in one checklist). Both tools are described in detail in the book.

This book reviews definitions and benefits of using a Best Practice method, and then provides a detailed guide on how to use and write a comprehensive Best Practice. The text focuses on two potential audiences:

- 1) Members of the management team wanting to conduct an assessment of a Best Practice within the organization (this is the first and most important objective of the book).
- 2) The Quality, Business Excellence or Organizational Development department to use as a guideline for writing the description of a Best Practice.

Both audiences include those who already have a Best Practice wishing to identify further process improvement.

Examples of tools used to assess Best Practices make up most of the chapters. The book concludes with a discussion of the pitfalls of sharing Best Practices.

Why do we need a new assessment method?

As far we know, a method does not exist to assess a Best Practice. When you type "best practice" into Google search you get 2.08 billion hits! The name "best practice" is too often used for marketing purposes without evidence that the process described is a real best practice. The BEST method is the first known tool for the assessment of a Best Practice.

What are the objectives of the book?

- * Provide a detailed tool to measure and assess the degree of excellence of a so-called Best Practice either in the reader's organization or when searching for an external benchmarking example.
- * Offer an assessment structure that leads the user to opportunities for additional improvement.

What is the added value of the BEST-method?

There are several advantages:

- * The assessment of a best practice shows you immediately where you can make improvements in the management of the investigated key process.
- * A systematic use of the BEST method leads to a progressive increase in better results for the stakeholders of the organization.
- * It gives recognition to all employees who have contributed to the achievement of that Best Practice.
- * You can obtain recognition from a global professional audience for your excellent performance.

Does the BEST-method replace other assessment methods such as MBA* or EFQM*?

No, this is a complementary method. Organizations who use assessment methods such as MBA and EFQM can reinforce their approach by applying the BEST methodology.

- * Malcolm Baldrige Performance Excellence Award.
- * European Foundation for Quality Management.

Who are the authors?

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Who is the publisher?

Authors : Yves Van Nuland and Grace Duffy
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Dear Reader and Best Practices colleague;

The authors hope you are benefiting from our book, *Validating a Best Practice: A Tool for Improvement and Benchmarking*. This website offers you free downloads of the BEST method assessment Quick Scan and detailed Excel spreadsheets.

In addition to providing you with the tools you need to achieve and maintain a Best Practice process, the authors also encourage you to share your Best Practice with us. There is an upload feature on this website to send your process description. We are gathering Best Practice examples for the next update to our book and would love to consider yours for inclusion. When you upload your Best Practice, please include contact information so we can get back with you for further discussion. Thank you for your commitment to Best Practice!

Most respectfully,

Yves Van Nuland and Grace L. Duffy