



**Development of a benchmarking and benchlearning
process among local public administrations in
Carinthia and Italy**

Pasian di Prato, 17 th May, 2013

What is today's program?

- 1) *Benchmarking: what's the meaning?*
- 2) *Benchmarking in the Bench-PA project*
- 3) *A panorama of the Local Public Administrations involved in the project*
- 4) *A benchmarking experience: the Federazione dei Comuni del Camposampierese (Veneto Italy)*

Benchmarking: what's the meaning?

Many definitions!!!!

A «word-for-word» translation is:

« **reference mark** »

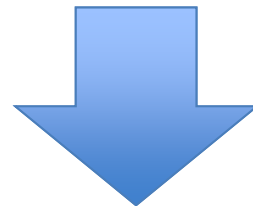
which means



*element of **comparison** among similar processes
belonging to different organisations in order to assess
and compare their performances*

Benchmarking in the Private sector

- Born in the **Financial sector** for comparing the performances of the financial assets
- Used later on in the **Economic sector** (enterprises) to **compare the results of**
 - a. different products/organisations in omogeneous markets
 - b. different products/organisations in different markets



Tool for a

COMPETITIVE IMPROVEMENT

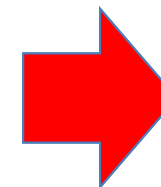
«TRADITIONAL» Benchmarking Private Enterprises

OBSERVE
COLLECT DATA

PROCESSING

IMPROVEMENT

RESULTS

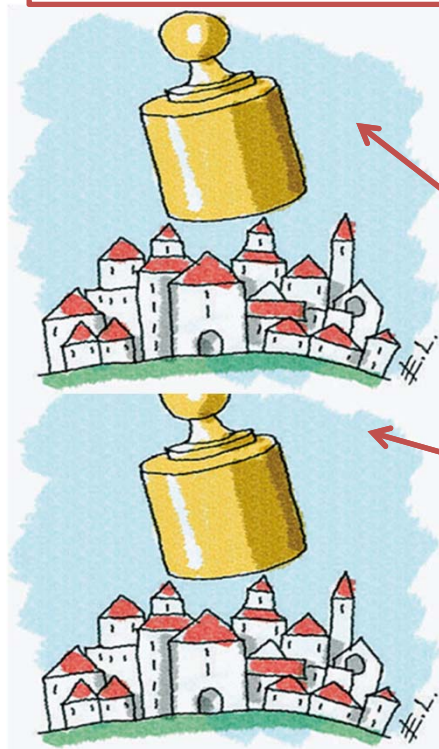


Benchmarking in the PUBLIC ADMINISTRATION

- Collect data
- Controle
- Identify the Standards (standard costs)
- Controle the Expenses
- Reduce Public Funds

Benchmarking in the PA

COLLECT DATA



ISTITUTIONAL SUPERVISOR



PROCESSING

COSTS CONTROL
REDUCTION OF
FUNDS



Benchmarking in the Bench-PA project?

COMPARISON of the «quality» of the services provided
in order to activate a **LEARNING** process
for its **IMPROVEMENT**

To compare

it is necessary to MEASURE



INDICATORS

allow to measure «independently» of the context
differences

Benchmarking in the BENCH-PA project

- Self-knowledge
- Knowledge of «own neighbours» (also from **another State**)
- Compare each-other in own diversities and **Cross-border**
- Learn
- Improve

Benchmarking in the Bench-PA project



Bench-PA: the associated Municipalities

Istitutional partners

Municipality of Tolmezzo

Municipality of Tarvisio

Municipality of Tavagnacco

Municipality of Klagenfurt

Municipality of Dellach

Municipality of Auronzo

Municipality of Comelico Superiore

Municipality of Sappada

Municipality of Udine

Municipality of Belluno

Municipality of Bad Eisenkappel

Municipality of Bad Bleiburg

Municipality of Velden

Bench-PA: the Partnership

Operative partners

ForSer (Lead Partner)

*Università degli Studi di Udine - Dipartimento Scienze
Giuridiche*

Fachhochschule Kärnten

*Associazione Regionale Comuni del Friuli Venezia
Giulia (A.N.C.I. F.V.G.)*

***Università di Padova – Centro interdipartimentale di
ricerca e servizi "Giorgio Lago"***

Bench-PA: la Partnership

Istitutional partners

Amt der Kärntner Landesregierung, Abteilung 3

Regione Autonoma Friuli Venezia Giulia

*Direzione centrale Funzione pubblica, autonomie
locali e coordinamento delle riforme*

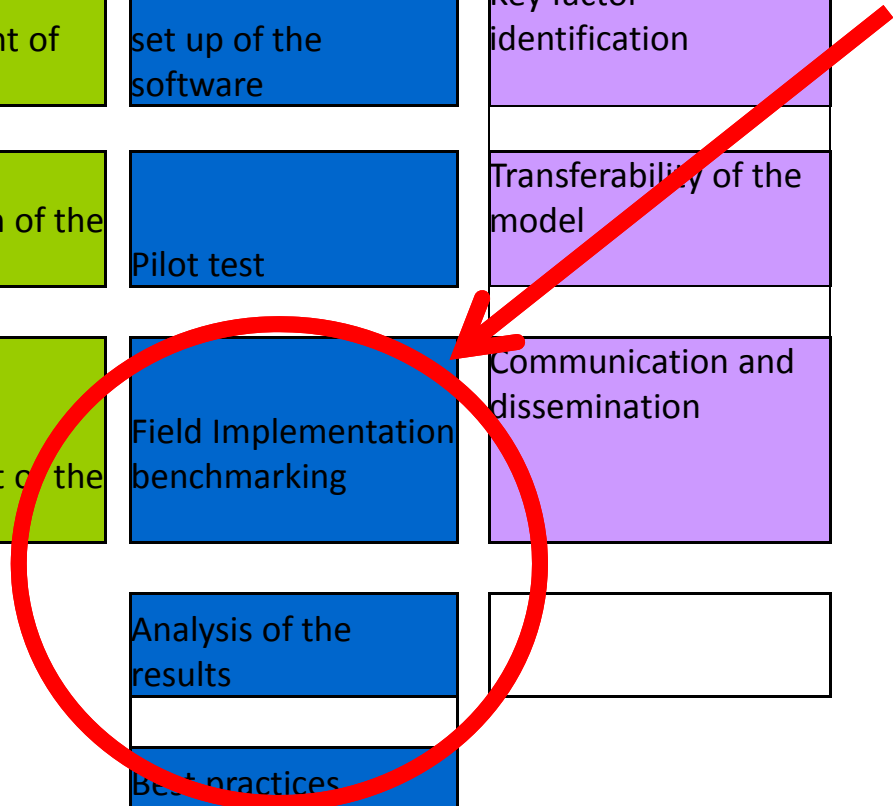
Regione Veneto

Direzione Enti Locali, Persone Giuridiche e Controllo Atti

Associazione dei Comuni della Carinzia

Bench-PA: Phases and Activities

Wp1 Project management coordination WP Leader: ForSer	Wp2 Analisy WP Leader: FH	Wp3 Benchmarking and cs model Wp Leader: Uni PD	Wp4 Implementation of the model at local level Wp Leader: FH +(ForSer)	Wp5 Communication and dissemination wp: ANCI
Coordination activities	Definition of operational model for collection data/information	Definition of the model /development of the Manual	set up of the software	Comparison Key factor identification
Monitoring of the project	Comparative analysis of the Administrative systems	Identification of the Indicators	Pilot test	Transferability of the model
Establishment and functioning of the technical Steering Group	Glossary	development of the software	Field Implementation benchmarking	Communication and dissemination
Mid-Term and final Evaluation	Compare description of the services		Analysis of the results	
Communication Plan			Best practices identification	



WP 4: Implementation of the Model of Benchmarking - Benchlearning

Activities:

- Test of the model in the partner Administrations
- Training of the civil servants on the methodology
- Comparison of the implementations/results
- Identification of good practices and key elements needed to transfer the model

Services e Sub-services

- The project aiming at the identification of a «extendible» model, has been developed at this stage on a limited number of services and sub-services:
 - **Waste management**
 - **Street management**
 - **School services**
 - **New-building licencing**

Panorama of the Local Public Administrations involved in the project