

LESSON

PLAN

- Subject : Management of Nursing services and Education
- Topic Name : Benchmarking
- Name of student teacher : Ms. Vaishali Vinayak Gutte.
- Name of evaluation :
- Group of people : 24 members
- place : classroom
- Time : 45 minutes
- Date :
- A.V aids : Black Board , chalk , charts & projects.

* Review of previous knowledge :- students may have lack of knowledge regarding the Benchmarking.

* Central learning objectives :-

Group of students are not having sufficient knowledge regarding the Benchmarking by chart & Discussion

* General objectives :-

At the end of the seminar, the students will be able to answer the question regarding the Benchmarking.

* Specific objectives :- After completing seminar group of student will be able to

- Introduction about the Benchmarking.
- Tell about the definitions of Benchmarking.
- Discuss the purposes of Benchmarking.
- Explain about the Benchmarking process.
- Explain the types of Benchmarking.
- Discuss about the stage of Benchmarking.
- Tell about the Advantages of Benchmarking
- Discuss about the barriers of successful Benchmarking

Sr No	Time	specific objectives	content	Teaching Activity	learning Activity	A/v aids	Evaluation
1.	5 min	Introduction about Bench-marking.	<p><u>• INTRODUCTION</u></p> <ul style="list-style-type: none"> - The term benchmarking was first used by cobblers or shoemakers. They used to keep the patient's foot on a bench to mark the shape and pattern for the shoe. - Benchmarking refers to measuring specific performance using certain indicators like productivity per unit of measure, cost per unit of measure, etc, which are then compared with others. - Many companies compare their growth and performance vis-a-vis that of other companies that have excelled in the same field. 	Explaining	Listening	charts	what is the introduction of the Bench-marking.

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28	5 min	Tell about the definitions of Benchmarking	<p>1. Benchmarking is defined as a continuous process to identify and implement the best practices which leads to superior or excellent performance.</p> <p>2. It is a practice of identifying understanding and adapting successful business practices and processes used by other companies, which help to improve chances of success in one's own company.</p>	Explaining	Listening	charts	What are the definitions of Benchmarking

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3.	5 min	Discuss the purposes of Bench-marking	<ul style="list-style-type: none"> • To improve the competitive position of a company. • To gain a better understanding of efficiency, effectiveness of business purposes. • To recognize the strength & weakness of the company's business • To create a positive driving force in the company thereby promoting more profiles. • To learn from those who are excelling in performance • To incorporate the best practices made possible through benchmarking • To pool the resources or ideas for improvement of organizations. 	Explaining	listening	charts	what are the purposes of Bench marking?

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4	5 min	Explain about the Bench marking process	<ul style="list-style-type: none"> To widen the organizations experience by creating Insight into the methodology used to do work. <u>* THE BENCHMARKING PROCESS</u> The process of Benchmarking has mainly four phases phase 1 : planning :- Benchmarking Involves deciding what is to be benchmarked, who are the members and Partners and what data collection methods are going to be employed phase 2 : Analysis of benchmarking It Involves analysing the performance of the partners & comparing their work to figure out how and why they are better; what we understood from them and how we can 	Explaining	listening	chart's	what is the bench - marking process ?

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			<p>and apply to improve our performance in the organization</p> <p>phase 3: Integration of Benchmarking :-</p> <ul style="list-style-type: none"> - It involves developing the goals and combining them to perform standard benchmarking to improve the performance. - Main focal is on whether the management agrees on the findings, whether there is any need to modify goals based on finding, and whether all goals are clearly explained to all the partners involved or not <p>phase 4: Action in Benchmarking :-</p> <p>This phase involves creation of action phase based</p>				

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5	5 min	Explain the types of Benchmarking	<p>on modified goals. There is rehabilitation of benchmark in this phases. It involves new plans to achieve the goals.</p> <p><u>*TYPES OF BENCHMARKING*</u></p> <p>① process Benchmarking: It mainly focuses on observing and identifying the entire work process in the business firm, and finding out the best practices cost & efficiency of practices.</p> <p>2) Finance Benchmarking: comparing the fiscal places of two different companies and their final results helps to assess the complete strength & productivity</p> <p>3) Investor Benchmarking: This is one of the best benchmarking practices that</p>	Explaining	Listening	charts	What are the types of Benchmarking

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			<p>have been identified.</p> <p>4) Product Benchmarking: It helps to assess the quality of the procedure and its performances.</p> <p>5) Activity Benchmarking: It means Identifying the best performances of the partners and allowing the same to improve the present status targeting the success of the firm</p> <p>6) Strategic Benchmarking: It helps to find out how other companies compete, how and why they compete & for what & where they compete.</p> <p>7) Functional Benchmarking: It focuses purely on activities done by the companies leading to success and mainly stresses on single successful function not complete function like Finance accounting etc.</p>				

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			<p>③ specific & best in class Benchmarking: - it involves identifying something special or a spark that brings profit and success to company.</p> <p>9] operational Benchmarking: - It takes into account everything - right from staffing & productivity to office flow and analysis of activities done, which bring profits to the firm.</p> <p>10] Emergency Benchmarking: - It implies constructing a correct model so that it prevent wastage of resources like energy consumption.</p>				

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6.	5min	Discuss about the stages of Bench-marking	<p><u>STAGES OF BENCHMARKING</u></p> <ol style="list-style-type: none"> 1. Identifying the subject or problem Area: This includes any kind of Informal talk with customers, workers, different kinds of research methods and survey. 2) Defining the process: Be clear with what should be benchmarked - why, where & to whom & how it should be done 3) Identifying the potential partners; identify as to with whom comparisons are made their strength & weakness. 4) Identifying the data sources; - identify from where the information is obtained about benchmarking 	Explaining	Listening	charts	what are the stages of bench marking.

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			<p>5) collecting the data and selecting the partners: - Analyse the information whether it is true or not. select the partners after detailed Analysis.</p> <p>6) Determining the gaps: Find out what is the correction that should be made right from the beginning of the base line.</p> <p>7) Establishing difference in benchmarking process: show individuality, specific, difference, creativity, innovation in performance and more focus to quality.</p> <p>8) Targetting future performance: Always target the future stability is needed for success in every company.</p>				

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			<p>9] community efficiently: - Maintaining interpersonal skills is most important in uplifting any business best practices.</p> <p>10] Modifying the goal framed. once a standardized goal is identified through the benchmarking process, predetermined goals of the organization are modified.</p> <p>11] Implementing the newly framed goals of benchmarking: - Benefits, profits and quality are analysed goals and implementation after obtaining the best practices.</p> <p>12] Reviewing and recalibrating: once the act of benchmarking is completed it has to be evaluated to determine to what extent it has helped to attain the predetermined goals.</p>				

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7.	5 min	Tell about the advantages of Benchmarking	<p><u>ADVANTAGES OF BENCHMARKING:-</u></p> <ul style="list-style-type: none"> • Benchmarking helps to estimate strength and weakness of the firm. • Metric benchmarking helps to do data envelope analysis, regression analysis help to estimate • Benchmarking helps to create yardstick comparison within the industry. • Many tools are used to analyse the benchmarks such as, Informal benchmarking, performance benchmarking by many countries to find out best practices of the firm, and the like. 	Explaining	Listening	charts	What are the Advantages of Benchmarking

Sl. No.	Time	Specific objective	content	Teaching Activity	learning Activity	AV aids	Evaluation.
5min		Discuss the Barriers of Successful Bench-marking	<p><u>Barriers to Success</u></p> <ul style="list-style-type: none"> - Entire core business process may go unexamined closely, needs import guidance. - Adequate resource are needed to launch the benchmarking programmes findings, - Many companies will not reveal the success matters of firm - There may be Inadequate follow up and training in the benchmarking programme - Timely changes should be made by the mangement if the timing is missed it may not profit the business 	Explaining	Listening	charts	What are the Barriers to successful Bench marking.

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			<p><u>* Summary :-</u></p> <p>Benchmarking is an external focus on internal activities, functions, or operations in order to achieve com continuous improvement.</p> <p>It is the process of judging a company's processes or products by comparing them to the world's best, including those in other industries.</p>				

* Bibliography.

▷ I. Clements, Book of Management of Nursing services & education.

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