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Book

The Benchmarking Book

Like top-notch athletes, corporations need to stay in fighting shape to compete. And assessing the fitness-both

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and financially-
of every
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role played by
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the cure-a set
of best
practice

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guidelines for maximizing performance, guiding the company toward corporate health, while cleaning up operating inefficiencies and financial waste. Written by a leading

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Strategies is a
state-of-the-
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implement best
practices in a
companywide
program of
continuous
improvement,
and develop
performance
measures to
chart genuine
gains as a
learning

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organization. A best practice is defined not simply as an operational change that is cost effective, but one that moves the company toward fulfilling the expectations of its

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stakeholders
(from boards of
directors,
CEOs, and
frontline
employees to
vendors and
customers). The
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* Identifying
your company's
basic
operational
principles *
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* How effective

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encompasses both internal and external needs Offering the insight, wisdom, and hard-nosed realism of a seasoned coach, Benchmarking Strategies is the essential manual to

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making
excellence an
ongoing reality
in every corner
of your firm
and to
transforming a
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into a world-
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competitor.
Find out how

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and financially
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benchmarking is
one of the most
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into an
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performer. Used in a program of continuous improvement, benchmarking is a process that allows a company to measure the efficiency and effectiveness of each of its activities and

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operations and
put in place a
set of best
practices
designed to
move the
company toward
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experts,
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manual to
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principles,
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outlining just

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how to set up benchmarking criteria, monitor overall progress-while fulfilling the expectations of the company's various stakeholders. Inside, you'll find expert guidance on: *

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Developing benchmarks and basic business principles for your company as part of a detailed corporate strategic plan.

* Identifying internal operational areas or

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functions to
benchmark and
establishing
best practice
target triggers
for building
internal
excellence in
Using external
benchmarks to
compare your
company to
competitors,

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industry, and best-in-class functions to become the best you can be.

Packed with dramatic case studies, this step-by-step guide shows managers how to adopt the seminal

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illus.

This book
examines
comparative
performance and
best practice
in National
Tourism

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Organisations/
Administrations
from extensive
research
carried out in
2003 and 2004.
It compares
qualitative and
quantitative
data in order
to ascertain
best
performance.

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Analysis is contained in detail for eight National Tourism Organisations based in four Continents, comprising: Australia, Canada, France, Ireland, The Netherlands,

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South Africa
and Spain. Each
country is
examined and
analysed in the
following key
areas: Travel
and Tourism
Performance,
Organisation of
Tourism, The
National
Tourism

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Organisation,
structure,
Role, Staffing
and Offices,
Resources and
Funding as well
as providing
case studies of
good practice.

The book
includes
methodology of
the research

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and provides discussion and comment of the main roles and success formula in comparable National Tourism Organisations.

- Useful, practical guide to government's involvement in

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tourism over
the past decade
or more •

Brings insight
from both the
academic and
practitioner
markets •

International
Case Studies
The first part
of The Basics
of Benchmarking

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provides a guide to the language of benchmarking and answers some commonly asked questions. The second part of the book walks through the three phases of the

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benchmarking
process --
Analysis,
Discovery, and
Implementation
-- and provides
charts and
checklists on
what questions
should be
answered at
each phase, and
what outputs

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should be produced. The book closes with a complete process map and outlines the entire site visit process. A How-to-guide to Best Practice for Managers and Practitioners

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how to
quantitatively
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This book helps
to fill a void in*

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the literature by detailing the types of objective and subjective metrics that are fundamental to benchmarking still and video imaging devices. Specifically, the book provides an explanation of individual image

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*quality attributes
and how they
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themselves to
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explores the key
photographic still
and video image
quality metrics.
The text also
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illustrative*

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examples of benchmarking methods so that the practitioner can design a methodology appropriate to the photographic usage in consideration. The authors outline the various

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techniques used to correlate the measurement results from the objective methods with subjective results. The text also contains a detailed description on how to set up an image quality

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*characterization
lab, with
examples where
the
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*the entire
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clearly convey
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concepts
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many different engineering fields, correlating objective (perception-independent) image quality with subjective (perception-dependent) image quality metrics.

This book provides the

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inside knowledge
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workability of the
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applications from
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and innovation
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the fundamentals
for planning,
organizing, and
introducing
benchmarking
into the
workplace. Filled*

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members, it
provides unique
insight, enabling
organizations to
better plan their
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efforts. Within eight appendices, there is a wide spectrum of additional useful knowledge, including definitions of legal and moral behavior in the context of benchmarking, and a comparison

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of the numerous steps involved in its implementation. The text also includes an extensive bibliography of benchmarking and total quality management literature.

Benchmarking

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*with DEA, SFA,
and R*

*Benchmarking,
Measuring, and
Optimizing*

*How to Rate Your
Company's
Performance*

*Against the
World's Best
Measuring*

*Quality of Cloud
Services from a*

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Client

Perspective

Camera Image

Quality

Benchmarking

Pro .NET

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The author is one of the prominent researchers in the field of Data Envelopment Analysis (DEA), a powerful data analysis

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tool that can be used in performance evaluation and benchmarking. This book is based upon the author's years of research and teaching experiences. It is difficult to evaluate an organization's performance when multiple performance metrics are present. The difficulties are

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further enhanced when the relationships among the performance metrics are complex and involve unknown tradeoffs. This book introduces Data Envelopment Analysis (DEA) as a multiple-measure performance evaluation and benchmarking tool. The focus of

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performance evaluation and benchmarking is shifted from characterizing performance in terms of single measures to evaluating performance as a multidimensional systems perspective. Conventional and new DEA approaches are presented and

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discussed using Excel spreadsheets — one of the most effective ways to analyze and evaluate decision alternatives. The user can easily develop and customize new DEA models based upon these spreadsheets. DEA models and approaches are presented to deal with performance

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evaluation problems in a variety of contexts.

For example, a context-dependent DEA

measures the relative attractiveness of similar operations/processes/products.

Sensitivity analysis techniques can be easily applied, and used to identify critical performance

measures. Two-stage

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network efficiency models can be utilized to study performance of supply chain. DEA benchmarking models extend DEA's ability in performance evaluation. Various cross efficiency approaches are presented to provide peer evaluation scores. This book also provides an easy-to-

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use DEA software —
DEA Frontier. This
DEA Frontier is an Add-
In for Microsoft® Excel
and provides a custom
menu of DEA
approaches. This
version of DEA Frontier
is for use with Excel
97-2013 under
Windows and can
solve up to 50 DMUs,
subject to the capacity
of Excel Solver. It is an

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extremely powerful tool that can assist decision-makers in benchmarking and analyzing complex operational performance issues in manufacturing organizations as well as evaluating processes in banking, retail, franchising, health care, public services and many

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other industries.

Provide evidence-based answers that can be measured and relied upon by your business. Database administrators will be able to make sound architectural decisions in a fast-changing landscape of virtualized servers and container-based solutions based on the

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empirical method presented in this book for answering “what if” questions about database performance. Today’s database administrators face numerous questions such as: What if we consolidate databases using multitenant features? What if we virtualize database

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servers as Docker containers? What if we deploy the latest in NVMe flash disks to speed up IO access? Do features such as compression, partitioning, and in-memory OLTP earn back their price? What if we move our databases to the cloud? As an administrator, do you

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know the answers or even how to test the assumptions?

Database

Benchmarking and Stress Testing

introduces you to database

benchmarking using industry-standard test suites such as the TCP series of benchmarks, which are the same

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benchmarks that vendors rely upon. You'll learn to run these industry-standard benchmarks and collect results to use in answering questions about the performance impact of architectural changes, technology changes, and even down to the brand of database software. You'll learn

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to measure performance and predict the specific impact of changes to your environment. You'll know the limitations of the benchmarks and the crucial difference between benchmarking and workload capture/reply. This book teaches you how

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to create empirical evidence in support of business and technology decisions. It's about not guessing when you should be measuring. Empirical testing is scientific testing that delivers measurable results. Begin with a hypothesis about the impact of a possible architecture or

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technology change. Then run the appropriate benchmarks to gather data and predict whether the change you're exploring will be beneficial, and by what order of magnitude. Stop guessing. Start measuring. Let Database Benchmarking and

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Stress Testing show
the way. What You'll
Learn Understand the
industry-standard
database
benchmarks, and
when each is best
used Prepare for a
database
benchmarking effort
so reliable results can
be achieved Perform
database
benchmarking for

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consolidation,
virtualization, and
cloud projects
Recognize and avoid
common mistakes in
benchmarking
database
performance
Measure
and interpret results in
a rational, concise
manner for reliable
comparisons
Choose
and provide advice on
benchmarking tools

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based on their pros and cons Who This Book Is For Database administrators and professionals responsible for advising on architectural decisions such as whether to use cloud-based services, whether to consolidate and containerize, and who must make

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recommendations on storage or any other technology that impacts database performance

This book serves as both a textbook and handbook on the benchmarking of systems and components used as building blocks of modern information and communication

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technology applications. It provides theoretical and practical foundations as well as an in-depth exploration of modern benchmarks and benchmark development. The book is divided into two parts: foundations and applications. The first part introduces

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the foundations of benchmarking as a discipline, covering the three fundamental elements of each benchmarking approach: metrics, workloads, and measurement methodology. The second part focuses on different application areas, presenting contributions in

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specific fields of benchmark development. These contributions address the unique challenges that arise in the conception and development of benchmarks for specific systems or subsystems, and demonstrate how the foundations and concepts in the first

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part of the book are being used in existing benchmarks. Further, the book presents a number of concrete applications and case studies based on input from leading benchmark developers from consortia such as the Standard Performance Evaluation Corporation (SPEC) and the

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Transaction
Processing
Performance Council
(TPC). Providing both
practical and
theoretical
foundations, as well as
a detailed discussion
of modern
benchmarks and their
development, the book
is intended as a
handbook for
professionals and

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researchers working in areas related to benchmarking. It offers an up-to-date point of reference for existing work as well as latest results, research challenges, and future research directions. It also can be used as a textbook for graduate and postgraduate students studying any of the

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many subjects related to benchmarking.

While readers are assumed to be familiar with the principles and practices of computer science, as well as software and systems engineering, no specific expertise in any subfield of these disciplines is required. Aimed at introducing the subject of

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benchmarking to the process industries, this book is based on practical experience of over 2000 process plants. It provides guidance on how to benchmark, where to find the benchmarks, how to quantify the gaps intended and suggests the impact of improving manufacturing in the

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process industries.

This book provides the framework, measures and industry world-class targets to allow organizations to maximise its potential.

The Creation of a
Mixed Workload
Benchmark and its
Application
Cloud Service
Benchmarking
Effective Management

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of Benchmarking
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Benchmarking
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How to Measure,
Manage, and Improve
Performance

***Describes the
quality
improvement
process and***

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uses case studies of diverse organizations to show how managers can establish a benchmarking program, choose a basic model to follow, and

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*evaluate the
results*

*A new update
of the classic
text on*

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These two
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international

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leading figure

in the field

of

benchmarking.

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His pioneering work in this area led to the implementation of sixty comprehensive benchmarking projects in companies worldwide. He has written

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superior. What
is missing is*

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*comprehensive
model for
assessing and
writing a Best
Practice that
provides
sufficient
information to
use as an
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continuous
improvement
and innovation
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organizations
strive for
excellent
results, there*

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for
improvement.
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leaders don't
always have
methods and
tools to
measure or
assess that
degree of
excellence. If*

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use a tool to
discover how
good their
approaches and
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guides leaders

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disregard them, how
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differs from
evaluation and

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assessment, how to form a benchmarking team, how to create a "success equation" that helps you measure your organization's performance, how to make sure to measure what matters, how to choose your benchmarking

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and worksheets guide you through processes such as drafting a benchmarking plan; identifying and analyzing the things in your organization that need improvement; prioritizing which processes to focus on; identifying your CTQ (critical to

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quality) outcomes;
and more. The way
to survive as a
nonprofit in today's
market is to thrive.
With so many
organizations
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Benchmarking
ensures that your
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With growing demands for increased operational efficiency and process improvement in organizations of all

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sizes, more and more companies are turning to benchmarking as a means of setting goals and measuring performance against the products, services and practices of other organizations that are recognized as leaders. The

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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

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performance
through
benchmarking.
by Bob Camp The
business
improvement topic
and quality tool
called
benchmarking is
becoming widely
understood and
broadly applied.
There are now
applica firms that

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tions in almost all segments of the economy including industrial either produce a product or a service, non-profit organizations such as healthcare, government and education. The approach is starting to spread around the globe with initiatives in Europe,

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Asia Pacific and South America. This is commendable and reassuring and must show that there is significant interest in the approach and that it works. What is missing, however, are books and reference material that are not solely prepared in the US where

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benchmarking started. Theses would include examples of applications relevant to the local area and industries. They would include references to articles written about benchmarking appearing in local publications. In this fashion those

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interested would have near hand case histories of the use of benchmarking and therefore become encouraged to use the technique. Zairi and Leonard have done the benchmarking community a real service by documenting the European view and

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application of benchmarking to a wide range of examples. But they have not stopped there. Their text includes treatment of a number of related facets of benchmarking that makes this a fairly thorough text.

Benchmarking Best Practices in

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to be successful
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revision of the
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resource, World
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Management, it presents a logical, step-by-step methodology that will enable a company to conduct a cost-effective benchmarking effort. It presents an overview of the benchmarking process, a self

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*analysis, and a
database of the
results of more
than 100
companies that
have used the
analysis. "This
is an excellent
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manual. I
believe it
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manager,*

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*engineer, and
supervisor in
the maintenance
field.” --James
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*A comprehensive
collection of
benchmarks for
measuring
dependability in
hardware-
software systems*

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As computer systems have become more complex and mission-critical, it is imperative for systems engineers and researchers to have metrics for a system's dependability, reliability, availability,

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*and
serviceability.
Dependability
benchmarks are
useful for
guiding
development
efforts for
system
providers,
acquisition
choices of
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*evaluations of
new concepts by
researchers in
academia and
industry. This
book gathers
together all
dependability
benchmarks
developed to
date by industry
and academia and
explains the
various*

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*principles and
concepts of
dependability
benchmarking. It
collects the
expert knowledge
of DBench, a
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and the IFIP
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Group on
Dependability*

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Benchmarking, to shed light on this important area. It also provides a large panorama of examples and recommendations for defining dependability benchmarks.

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step through the process of designing, implementing and executing a cloud service benchmark, as well as understanding and dealing with its results. It covers all aspects of cloud service

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*benchmarking,
i.e., both
benchmarking the
cloud and
benchmarking in
the cloud, at a
basic level. The
book is divided
into five parts:
Part I discusses
what cloud
benchmarking is,
provides an
overview of*

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cloud services and their key properties, and describes the notion of a cloud system and cloud-service quality. It also addresses the benchmarking lifecycle and the motivations behind running benchmarks in

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*particular
phases of an
application
lifecycle. Part
II then focuses
on benchmark
design by
discussing key
objectives
(e.g.,
repeatability,
fairness, or und
erstandability)
and defining*

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metrics and measurement methods, and by giving advice on developing own measurement methods and metrics. Next, Part III explores benchmark execution and implementation challenges and

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objectives as well as aspects like runtime monitoring and result collection. Subsequently, Part IV addresses benchmark results, covering topics such as an abstract process

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*for turning data
into insights,
data
preprocessing,
and basic data
analysis
methods. Lastly,
Part V concludes
the book with a
summary,
suggestions for
further reading
and pointers to
benchmarking*

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and graduate
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and related
subjects looking
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industry practitioners who are interested in evaluating the quality of cloud services or who want to assess key qualities of their own implementations through cloud-based experiments.

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effectively.
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book begins with
definitions of
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benchmark' and
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stimulating real
case study where*

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a benchmarking project was conducted by observing all the necessary rules and with total adherence to the various protocols. This book deals with the application of benchmarking. It gives real examples of

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

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-guidance on how to analyze data, avoid pitfalls and structure reports to achieve the best results.

A vice-president of Xerox Corporation shows how companies can benefit from the practice of benchmarking, the art of businesses learning lessons

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Benchmarking is a powerful tool for improvement. It is one of the fastest-growing techniques for quality and performance improvement and attracts massive attention. Now, more than ever, there is a

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clear need for straightforward guidelines to help companies make the most of benchmarking. This book addresses that need.

This is an introduction to a systematic process whereby business managers can compare the

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specific

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(OLAP) are currently separate. The potential of the latest technologies and changes in operational and analytical applications over the last decade have

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given rise to the unification of these systems, which can be of benefit for both workloads.

Research and industry have reacted and prototypes of

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hybrid
database
systems are
now appearing.
Benchmarks are
the standard
method for
evaluating,
comparing and
supporting the
development of
new database

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systems.

Because of the separation of OLTP and OLAP systems, existing benchmarks are only focused on one or the other. With the rise of hybrid

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database systems, benchmarks to assess these systems will be needed as well. Based on the examination of existing benchmarks, a new benchmark

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for hybrid database systems is introduced in this book. It is furthermore used to determine the effect of adding OLAP to an OLTP workload and

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is applied to analyze the impact of typically used optimizations in the historically separate OLTP and OLAP domains in mixed-workload scenarios.

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BenchCouncil
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founding father of the

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benchmark process, this bestseller is quite simply the definitive reference on the topic. Camp guides readers through the historic ten-step benchmarking process that he developed while at Xerox. This process is credited with reviving that company when it was floundering in

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1979. Camp presents other examples of the process, including its dramatic application to L.L. Bean. He uses these examples to show managers how to relate benchmarking to their own circumstances and then provides them with expert strategy and tips so that they can

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efficiently and easily launch their own quest for best performance.

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Advantage explains what good benchmarking is and demonstrates how to plan and execute a benchmarking study

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and develop an action plan for implementing improvements based on the results.

Computer and microprocessor architectures are advancing at an astounding pace. However, increasing demands on performance coupled with a wide variety of specialized operating

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environments act to slow this pace by complicating the performance evaluation process. Carefully balancing efficiency and accuracy is key to avoid slowdowns, and such a balance can be achieved with an in-depth understanding of the available evaluation

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methodologies. Performance Evaluation and Benchmarking outlines a variety of evaluation methods and benchmark suites, considering their strengths, weaknesses, and when each is appropriate to use. Following a general overview of important

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Subsequent chapters explain how to choose appropriate averages for reporting metrics and provide a detailed treatment of statistical

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methods, including a summary of statistics, how to apply statistical sampling for simulation, how to apply SimPoint, and a comprehensive overview of statistical simulation. The discussion then turns to benchmark subsetting methodologies and the fundamentals of

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analytical modeling, including queuing models and Petri nets. Three chapters devoted to hardware performance counters conclude the book. Supplying abundant illustrations, examples, and case studies, Performance Evaluation and Benchmarking offers a firm foundation in

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evaluation methods along with up-to-date techniques that are necessary to develop next-generation architectures.

This book covers recent advances in efficiency evaluations, most notably Data Envelopment Analysis (DEA) and Stochastic Frontier Analysis (SFA) methods. It

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introduces the underlying theories, shows how to make the relevant calculations and discusses applications. The aim is to make the reader aware of the pros and cons of the different methods and to show how to use these methods in both standard and non-

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standard cases. Several software packages have been developed to solve some of the most common DEA and SFA models. This book relies on R, a free, open source software environment for statistical computing and graphics. This enables the reader to

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solve not only standard problems, but also many other problem variants. Using R, one can focus on understanding the context and developing a good model. One is not restricted to predefined model variants and to a one-size-fits-all approach.

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To facilitate the use of R, the authors have developed an R package called Benchmarking, which implements the main methods within both DEA and SFA. The book uses mathematical formulations of models and assumptions, but it de-emphasizes the

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formal proofs - in part by placing them in appendices -- or by referring to the original sources.

Moreover, the book emphasizes the usage of the theories and the interpretations of the mathematical formulations. It includes a series of small examples,

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graphical illustrations, simple extensions and questions to think about. Also, it combines the formal models with less formal economic and organizational thinking. Last but not least it discusses some larger applications with significant practical impacts, including the

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design of benchmarking-based regulations of energy companies in different European countries, and the development of merger control programs for competition authorities.

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THE expert on the

theory and

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provides an
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explanation of the
best way to do
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starting from the
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concepts in an
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performance
assessments."

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This book
constitutes the
refereed
proceedings of the
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Measuring, and Optimization, Bench 2018, held in Seattle, WA, USA, in December 2018. The 20 full papers presented were carefully reviewed and selected from 51 submissions. The papers are

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organized in
topical sections
named: AI
Benchmarking;
Cloud; Big Data;
Modelling and
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Algorithm and
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carefully reviewed
and cover the
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compliance in the
LDBC social
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easy; revisiting
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demands for
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all sizes, more and
more companies
are turning to
benchmarking as
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provides all the information you need to carry out effective benchmarking studies and improve performance. Focused on best practice across different industries, it offers

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preparation to
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improving
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detailed real-life case studies to illustrate benchmarking in practice. This is a practical, step-by-step guide to quality assurance and process improvement through benchmarking. It

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