



Benchmarking Public Processes

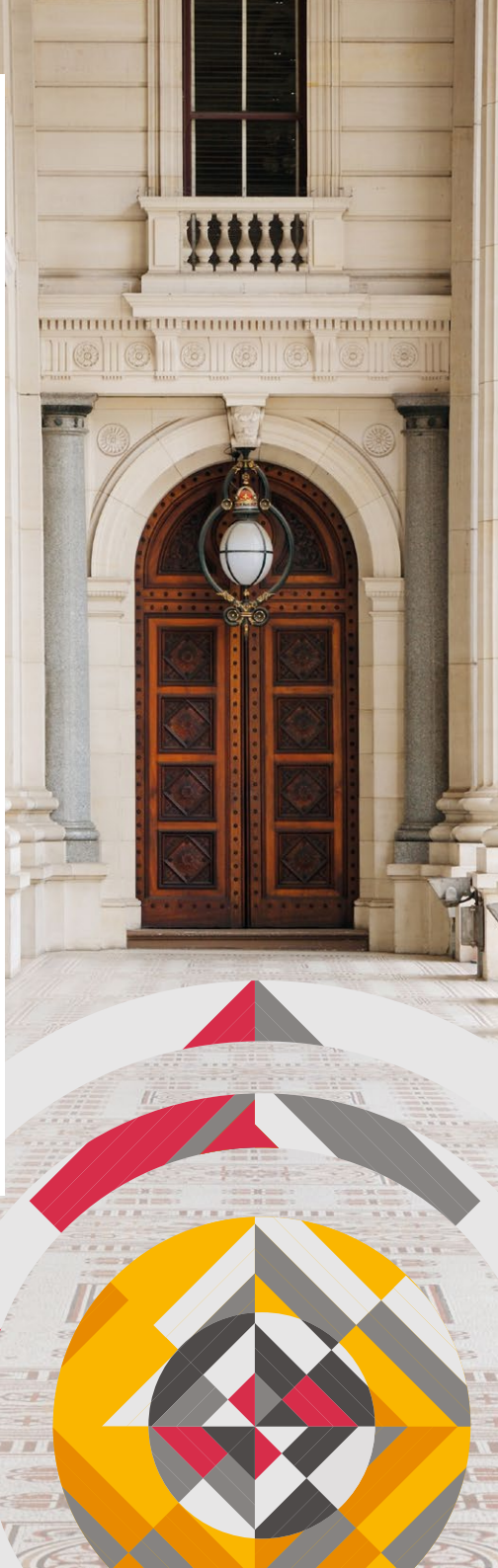


Why is public sector benchmarking relevant?

Good governance is one of the key themes concerning the public sector, governments as well as legislative and political systems. In order to continuously improve, benchmarking has emerged as an effective tool to evaluate and guide public sector reform efforts, as it can add clear value for accurately understanding and assessing one's own performance.

Overall, benchmarking is an invaluable 'efficiency tool' to measure performance in a specific area against a standard, and can be used to:

- assess performance objectively;
- expose gaps and areas where improvement is needed;
- identify other organisations with processes resulting in superior performance, with a view to their adoption; and
- test whether improvement programmes have been successful.



Your benefits of choosing PwC

PwC is a leader in benchmarking public sector governance and legislative systems, tailored to the needs of our clients. We possess detailed know-how and extensive experience with various public bodies and governments to support you in implementing a tailored benchmarking service that will give your organisation the fact-based insights needed for your performance improvement strategy.

Due to our broad international network, PwC has access to an extensive pool of relevant knowledge concerning jurisdictions around the globe. Based on your needs, we will select benchmarks that best suit the optimisation requirements of your processes and outline a way forward.

Our benchmarking services

Our benchmarking service for the public sector includes, but is not limited to, the following:



Legislative instruments: taxonomy, type and definitions of legal instruments (hard and soft law), requirements/qualifications, hierarchy, shape and form, precedence and interdependencies



Legislative procedures: standards, guidelines and frameworks, entities and stakeholders involved, roles and responsibilities, endorsements and approvals required, legislative inputs and outputs, timelines, capabilities required, degree of automation



Institutional setup: entities involved and their types, governance structure, roles and responsibilities, interaction models, capabilities/expertise



Reform programme: mandate, governance and operating model, timeline, performance and risk management, change management



Strategy, governance and roadmap: strategy and mandate, governance and operating model, prioritisation framework, change management, roadmap and implementation plan

Connected Expertise

We believe in intradisciplinary collaboration: we are stronger and more effective when we work together.



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