

- Foreword by Gareth Thomas, Construction Productivity Network
- Introduction
- Getting to grips with the concepts
- What is TQM and its importance to benchmarking
- Facilitating a change in organisational culture
- The use of critical success factors, processes and systems in benchmarking
- Benchmarking customer satisfaction
- How to become world class - the importance of models for achieving excellence
- Moving from theory to practice - case studies of benchmarking and best practice including contributions from: AMEC, Mowlem, Hilton Hotel Group, Kaverner, Amey, Barhale and Miller Civil Engineering