



PLM Interest Group

PLM Benchmarking Handbook

A proven methodology to generate structured comparisons between two or more PLM environments, from high level to deep drill-down.

This is a hands-on instruction manual for everyone who needs thorough analysis and actionable findings.

Version 2.0E

0 Executive Summary

This *PLM Benchmarking Handbook* embodies a unique, structured methodology that can be applied to conduct PLM benchmarks, internally or with external partners, at any desired level.

Every organisation that wishes to benchmark its PLM performance will have a different PLM environment, and different areas that it feels are most important to measure.

The *Handbook* provides a mechanism to enable two distinct and unrelated corporate organisations to benchmark their PLM environments against each other in a thorough and revealing way. It is equally applicable to a single corporation that wishes to compare the PLM progress of its internal divisions; or to an organisation that would like to get an external comparison of its PLM situation.

The Methodology involves a three-stage approach, with each stage leading to more detail. The *Handbook* guides its users through the process of identifying, selecting and generating the relevant high-level and detailed questions, so that the Benchmark reveals the information that is required.

This is an interactive, iterative and flexible approach which will work in every benchmarking situation. It is recommended that users of the *Handbook* follow the approach as closely as possible, simply because it is concise, consistent, flexible, comprehensive and effective. Following the elements of PLM benchmarking as described will save considerable time and effort, and will lead to more focused results.

Prior to benchmarking with another organisation, an organisation needs to get a good understanding of its own PLM. It achieves this in the first stage by creating its 'Level 0' Navigation Model, compiled from the organisation's PLM Drivers, PLM Capabilities and Process Landscape; and then by conducting an short, internal 'Level 1' benchmark assessment.

Before commencing the joint Benchmark, the participating organisations meet and compare their Navigation Models. There will probably be some differences in the content and terminology of the various Navigation Models, because they were prepared in isolation. After these have been discussed and resolved, a Joint Navigation Model is published.

In the second stage a Joint Level 1 Benchmark is carried out at a high level. In the third stage, a Joint Level 2 Benchmark is carried out in thorough detail, "drilling down" to specific figures and focussed comparisons.

This layered and sequential approach ensures that high-level, wide-ranging issues are taken into account before any detailed comparisons are made, and provides a clear overall structure for the written results. This clear and accurate output enables stakeholders to understand the problems and opportunities, and to plan for remedial or follow-on action.

The fact that the approach is sequential, starting at high-level before delving into detail, means that findings are revealed early in the process, and action can be taken as soon as they are known. Once enough detail is known, the Benchmark can end and everyone can return to real work.

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