

Baldrige Glossary **HD**: [Benchmarks](#)

Benchmarks

The term “*benchmarks*” refers to [processes](#) and [results](#) that represent [best practices](#) and [performance](#) for similar activities, inside or outside an organization’s industry. Organizations [engage](#) in [benchmarking](#) to understand the current dimensions of world-class [performance](#) and to achieve discontinuous (non-incremental) or “[breakthrough](#)” [improvement](#).

[Benchmarks](#) are one form of [comparative](#) data. Other [comparative](#) data organizations might use include industry data collected by a third party (frequently industry averages), data on competitors’ [performance](#), and [comparisons](#) with similar organizations in the same geographic area or that provide similar products and services in other geographic areas.

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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