

Benchmarking organizations: Lessons Learned, DEA, and Applications

April 13th | 17:00 | Maria Conceição Andrade Silva

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ABSTRACT

The objective of this presentation is to introduce the concepts and techniques for benchmarking of organizations. The presentation will be based on the vast number of applications on which I have been involved over the past years, mainly in the public sector, including the benchmarking of schools, hospitals, primary health units and courts.

Benchmarking can be undertaken through frontier techniques and Data Envelopment Analysis is the technique I have mostly used in my empirical applications. I will go into the basics of this technique for benchmarking purposes pinpointing its advantages and the main difficulties and challenges involved on its implementation. The presentation will be based on real-case examples drawn from my own experience.



SPEAKER

Maria Silva is Full Professor at the Catholic University, Porto and Associate Dean for Research. She has got a PhD degree in Management Science from Aston University, UK. She has co-authored over 30 refereed academic publications in the efficiency and productivity analysis field, including applications of Data Envelopment Analysis (DEA), and acts as Associate Editor of the Journal of Productivity Analysis. She has applied the DEA technique in various fields including schools, bank branches, water companies, retail outlets, primary health care General Practice units, hospitals, and courts. She has also been the leading researcher of 3 projects financed by the Portuguese Foundation of Science and Technology, who resulted in the development of benchmarking websites for secondary schools and hospitals in Portugal.