

# **BENCHMARKING PERFORMANCE**

## **ASSESSMENT & REPORTING**

*Dedicated to Improving Your Bottom Line*  
**LEE JAMES & ASSOCIATES**



## **SUMMARY**

Benchmarking your processes, systems, financial and operational performance enables you to assess strengths and weaknesses as well as understand how you compare with your competitors. This can serve as confirmation of results or become the catalyst for changes needed to experience more success. It can also provide feedback for employees and clients.

Areas frequently benchmarked include policies, procedures and performance ratios of operational, financial and valuation metrics. These ratios enable leadership to assess the adequacy of their methods, employee's understanding and acceptance of goals and objectives and ability to deliver results as compared to others in the industry. If deviations are discovered, corrective actions can be implemented to improve.

## **PROFESSIONAL SERVICES**

Examples of benchmarking services include:

- *Income performance*
- *Operational efficiency*
- *Balance sheet strength*
- *Valuation factors*
- *Compensation methods and levels*
- *Revenue recognition*
- *Pricing approaches and rates*
- *Write offs and write ups*
- *Billing and collecting*
- *Information technology use*
- *Contracting terms and conditions*
- *Policies and procedures*
- *Administrative staffing*
- *Reporting systems*
- *Surveys of employees and clients*

## **BENEFITS**

- *Understanding how your performance compares to others in the industry*
- *Substantiating or challenging approach, policies, procedures and results*
- *Catalyst and documentation for change and improvement*
- *Data to utilize with employees, clients and suppliers*
- *Providing data for present and future decision making*
- *Historical record for future reference*
- *Independent and confidential analysis by industry expert*

## **CONSULTANT**

Lee James has worked with engineers, architects and contractors for the last 30+ years. Lee is constantly completing benchmarking consulting engagements that include comparing business, operational, project, financial and overall management. Depending upon your needs, the approach is customized to assess areas of highest importance.

Lee is active in several business professional societies including management consultants specializing in ownership transition, stressing the importance of experience, ethics, completion of required education and continuing annual education assuring compliance with ever changing rules.

Previously, Lee was Vice President for a privately owned international engineering consulting firm and worked daily in planning and managing strategic and tactical daily business aspects. Lee also worked with Ernst & Young as a Senior Manager and as the Chief Financial Officer for a computer software engineering firm.

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