DIAG-FOR: a benchmarking tool for forest contractors

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Abstract

Typically, forest contractors have limited tools at their disposal to analyze their operations, benchmark their performance or develop a continuous improvement plan for their business. The FERIC division of FPInnovations, in cooperation with a large forest company in eastern Canada, developed a diagnostic and process improvement tool. DIAG-FOR (DIAGnostic for FORest contractors) is an internet-based tool that contractors can access to benchmark their performance level for eight management indicators against the average results contained in the database. The eight performance indicators are human resources, productivity, mechanical availability of equipment, utilization rate, product quality, health and safety, environmental compliance and business management. Articulated around a series of progressively more difficult questions as the user advances in performance level, the yes/no answers indicate a performance level attained for each indicator. The user can then obtain a report card describing his level of performance, as well as a series of recommended actions for improvement and progression along the performance scale (level 1 to 5). The presentation (or poster) will provide an overview of DIAG-FOR and it’s mode of operation.