

Publisher's Note

2019 — Release 1

Previous release was 2018-2

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BEST PRACTICES: HR BENCHMARKING

Enclosed please find your first update of 2019 to *Best Practices: Human Resources Benchmarking*, by Colin Dawes.

Included in this update:

- An update to Chapter 13, “The Model — Stage 10: Gather Qualitative Information”.
- A discussion of and suggestions for measuring organizational culture in Appendix 6, “Special Topics in Measurement and Benchmarking”.

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