

**Performance Evaluation and Benchmarking in Education Services using Data Envelopment Analysis**

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Benchmarking is considered as a relatively universal and efficient managerial method to improve the quality of processes and products in organizations. It is fully recognized by European Union Quality Policy and recommended by many projects supporting benchmarking know-how and applications. The modern benchmarking methodology has been developed by Robert Camp in Xerox company 30 years ago. In recent years special attention is paid to functional and internal benchmarking forms which do not require the comparisons with competitors and use data available in more easy way.

DEA method developed by Charnes, Cooper and Rhodes could be recommended as the performance measurement and benchmarking tool in many cases of organizational improvement processes. However the method is not enough recognized in Central European benchmarking literature.

The purpose of this paper is to present the use of DEA method in performance evaluation and benchmarking case study in education sector. The real data describing Wrocław general education units have been used to demonstrate the advantages of DEA method as well as lessons learnt from other research projects.

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