

APQC Best Practices Study

What is a Best Practices Study?

A research project bringing together two groups of cross-industry organizations: one whose processes are considered “best practice” and those who are looking for innovative approaches to improve. Participants learn firsthand from the best-practice organizations who will share the “how” behind their success.

How Does a Study Work?

APQC facilitates each study, bringing its best-practice models, methods, research, and subject matter expertise to the project. Study participants attend a series of virtual and face-to-face meetings over a three to four month period. During the study, participants have a hand in shaping the scope, selecting best-practice partners, and developing data collection tools.

KICKOFF

APQC kicks off a study by hosting a virtual meeting with all the participating organizations, also known as sponsors. During this meeting, they will discuss the challenges and goals of all study participants, select the best-practice partners, and learn more about the study methodology and data collection tools.

SITE VISITS

The best-practice partners will host both virtual and face-to-face site visits. This gives sponsors an opportunity to learn first-hand from the best practice partners and the “how” behind their success.

KNOWLEDGE TRANSFER SESSION

APQC will host a knowledge transfer session in Houston where the study participants and best-practice partners will come together and discuss the top findings from the study.

Study Meetings	Time Commitment
Kickoff meeting	2 hours
Site visits to best-practice organizations	Face-to-face: 1 day each + travel Virtual: approx. 3 hours each
Knowledge Transfer Session (Houston)	1.5 days + travel

Why You Should Participate

Get real answers

- ▶ Learn firsthand about leading-edge best practices and innovations
- ▶ Obtain access to recognized experts for guidance
- ▶ Adapt best-practices examples to transform organizations

Build a network of peers

- ▶ Collaborate with peers from a variety of industries to gain a unique perspective
- ▶ Establish a network for ongoing communication and implementation assistance

Save time and money

- ▶ Reduce the time and dollar investment required to conduct best practices research
- ▶ Get the highest standard of benchmarking results at the lowest possible cost

“As a participant you can set the direction of the study so you know what sort of information and knowledge you’re going to get out of it, and you have a role in the organizations that are going to be studied.”

—James Grey, Alcoa World Alumina

Get Involved

- ▶ [Effective Project Management Offices](#) ^{upcoming}
- ▶ [Enhancing Idea Generation Through Collaboration](#)

Note: Participants can join at any stage of a study.

Don’t see any study topics that fit your needs? Visit our [research agenda](#) for a listing of our upcoming research topics or [let us know](#) which topics you’re interested in.

APQC's Past Research

We have conducted over 100 best-practices studies over the past 30 years. Here are some of the topics we've covered by functional area.

BUSINESS EXCELLENCE

- ▶ Metrics that Drive Bottom-Line Value
- ▶ Building Strong Process Management Capabilities
- ▶ Using Process Frameworks and Reference Models to Get Real Work Done
- ▶ Next Steps in Process Measures and Analytics

FINANCIAL MANAGEMENT

- ▶ Improving Working Capital Management and Cash Flow Intelligence
- ▶ Effectively Managing Strategic Risk Across the Enterprise
- ▶ Corporate Planning and Performance Management
- ▶ Risky Business II: Enterprise Risk Management as a Core Management Process

HUMAN CAPITAL MANAGEMENT

- ▶ Technical Talent Management
- ▶ Rewarding, Engaging, and Retaining Key Talent
- ▶ Strategic Workforce Planning: Anticipating and Filling Talent Gaps
- ▶ World-Class Leadership: Identifying, Assessing, and Developing High-Potential Talent

KNOWLEDGE MANAGEMENT

- ▶ Putting Knowledge in the Flow of Work for Real Results
- ▶ Engagement and Participation for Knowledge Sharing and Collaboration
- ▶ Positioning Communities of Practice for Success
- ▶ Measuring the Impact of KM

SUPPLY CHAIN MANAGEMENT

- ▶ Supplier Category Management
- ▶ New Product Development: Embracing an Adaptable Process
- ▶ Innovation: Putting Ideas into Action
- ▶ New Product and Service Innovation: Improving Front-End Effectiveness

Who's Been Involved?

Here are just a few of the organizations that have been involved in our past best practices studies.

Sample Sponsor Organizations	Sample Best-Practice Organizations
U.S. Army	IBM
Champion Technologies	Schlumberger
General Electric	Caterpillar
Shell Oil	General Mills
Northrop Grumman	Starbucks
Bush Brothers & Co.	Merck
Johnson & Johnson	Kraft Foods
Intel Corporation	UPS
World Bank	ATMI
Deer & Co.	Ford Motor Co.
NCR Corporation	Alcoa Inc.
Michelin North America	Hewlett-Packard
AARP	The Boeing Company
Harley Davidson	Cisco Systems Inc.
Rockwell Collins	Mayo Clinic

Contact Us

For more information and pricing on our best practices studies, please contact your relationship manager at 713-681-4020 or visit <http://www.apqc.org/best-practices-studies>.