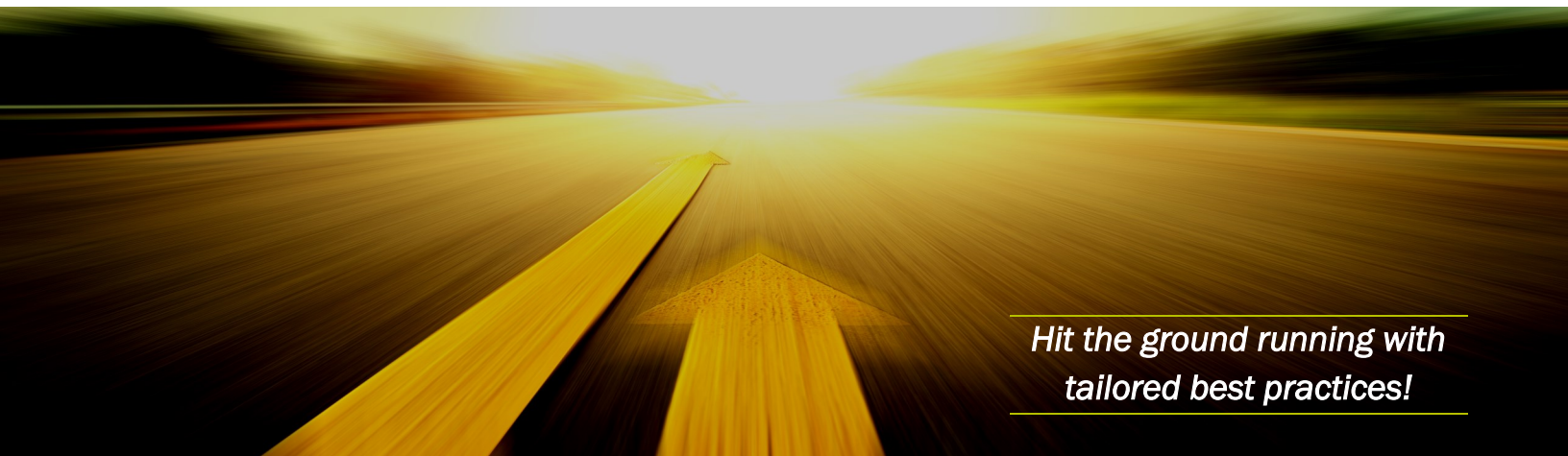


APQC'S BEST PRACTICES ACCELERATION TOOLKITS

TAKE THE ROAD BEST TRAVELED

APQC's Best Practices Acceleration Toolkits can help any organization jumpstart the implementation of knowledge management (KM) and process and performance management (PPM) best practices. Our experienced research services teams will offer their expert analysis and recommendations to enable rapid adoption of best practices in your organization.

Let us create a tailored toolkit based on your organization's explicit needs, utilizing our wealth of internal knowledge and existing research on current best practices and industry trends.



Hit the ground running with tailored best practices!

WHAT TOOLKITS ARE AVAILABLE?

- ◆ APQC's Process Classification FrameworkSM
- ◆ Project Management Offices
- ◆ Benchmarking and Measurement
- ◆ Communities of Practice
- ◆ Knowledge Retention and Transfer
- ◆ Content Management

WHY DO YOU NEED IT?

- ◆ You are formulating a **business case for improvement**
- ◆ Your organization is poised to kick off a **new or improved KM or PPM initiative**
- ◆ You are trying to figure out where to **focus your efforts for maximum impact**

WHAT'S INCLUDED?

- ◆ Analysis of your organization's needs and gaps against established best practices
- ◆ Customized toolkit outlining recommended practices based on existing research, supported by examples and data
- ◆ Advice to help your organization decide which best practices to adopt and where to focus efforts and resources
- ◆ A virtual briefing to communicate highlights and recommendations for your organization to as many stakeholders as desired and provide opportunity for Q&A

WHEN CAN IT BE DELIVERED?

Depending on the scope of your organization's specific needs, your personalized toolkit can be delivered six to eight weeks from project kickoff.

BEST PRACTICES ACCELERATION TOOLKITS FOR PROCESS AND PERFORMANCE MANAGEMENT



APPLYING THE PROCESS CLASSIFICATION FRAMEWORK

Is your department or organization just getting started with APQC's Process Classification Framework (PCF), or looking to improve its adoption and implementation practices?

If so, APQC's Best Practices Acceleration Toolkit will help you:

- ◆ Understand the biggest performance gaps for adopting and implementing the PCF
- ◆ Recognize the best practices for overcoming common framework adoption challenges
- ◆ Provide you with a clear picture of what you can accomplish with the PCF

Using lessons learned from best practices case studies on process management, APQC's Best Practice Acceleration Toolkit will align adoption and implementation practices to your organization's purpose for using the PCF, as well as identify keys to overcoming relevant process framework adoption and implementation challenges—everything from ensuring strategic alignment to overcoming organizational resistance.

PROJECT MANAGEMENT OFFICES



Use APQC's Best Practices Acceleration Toolkit to move your Project Management Offices (PMOs) from the project police to one of your organization's most trusted advisors. After determining your PMO's strengths and weaknesses compared to established best practices, APQC can help you:

- ◆ Create a business case to provide strategy and transformational change support
- ◆ Balance project management standardization and flexibility
- ◆ Apply a portfolio management strategy to prioritize and manage interdependencies between projects
- ◆ Highlight relevant examples and models from best-practice organizations



BENCHMARKING AND MEASUREMENT

APQC's Best Practices Acceleration Toolkit will help your organization understand the biggest performance gaps for effective benchmarking, best practices for overcoming common challenges, and guidelines on how to maximize its benchmarking effectiveness. APQC will apply findings from studies on benchmarking to:

- ◆ Align benchmarking practices to the goals of the organization
- ◆ Overcome common challenges—from creating a benchmarking culture to measuring the success of benchmarking activities
- ◆ Highlight relevant examples and models from best-practice organizations

Visit www.apqc.org/bpat for additional details.

BEST PRACTICES ACCELERATION TOOLKITS FOR KNOWLEDGE MANAGEMENT



COMMUNITIES OF PRACTICE

This Best Practices Acceleration Toolkit is perfect for organizations launching their first communities of practice (CoPs) or revamping a flagging program. After an initial diagnostic with your team, we will help determine the business case and the type of CoPs most appropriate for your needs. You will walk away with clear recommendations for CoP design and implementation, a road map to jumpstart your efforts, and a clear picture of what “best practice” looks like.

Applying findings from previous in-depth studies on communities and networks, APQC will help you:

- ◆ Align CoP design to your needs, culture, and existing structures
- ◆ Identify keys to successful implementation and upkeep
- ◆ Benefit from the advice and experience of best-practice organizations

KNOWLEDGE RETENTION AND TRANSFER



Every organization worries about losing the knowledge and expertise of its key employees. If your team is looking to prepare new experts in the face of impending retirements or document and distribute rapidly changing knowledge, this Best Practices Acceleration Toolkit is for you!

Through an initial diagnostic, we will help your organization determine:

- ◆ What institutional knowledge is most critical to capture, transfer, and apply
- ◆ The sources and intended recipients of that knowledge
- ◆ The transfer model best suited to the type of knowledge and the target audience

APQC will then apply findings from its best practices research on knowledge transfer to help you build a framework for identifying critical knowledge, a recommended transfer approach, and specific implementation guidelines to align with best practices.



CONTENT MANAGEMENT

Ideal for organizations looking to improve the content available to employees and how that content is organized, maintained, and accessed, this Best Practice Acceleration Toolkit will help you understand your organization’s biggest performance gaps and determine how you can align your practices with those of effective organizations. APQC will provide you with the support you need to build a business case for improving content and content management in your organization and start putting the right process and enablers in place.

We will apply findings from our research on content management to outline focus areas, recommend an improvement plan based on established best practices, and highlight relevant examples and models from best-practice organizations.

Visit www.apqc.org/bpat for additional details.

ABOUT APQC

APQC is a member-based nonprofit and one of the leading proponents of benchmarking and best practice business research. Working with more than 500 organizations worldwide in all industries, APQC focuses on providing organizations with the information they need to work smarter, faster, and with confidence. Every day we uncover the processes and practices that push organizations from good to great.

Visit us at www.apqc.org and learn how you can make best practices your practices.

