

KM Measurement Implementation Guide

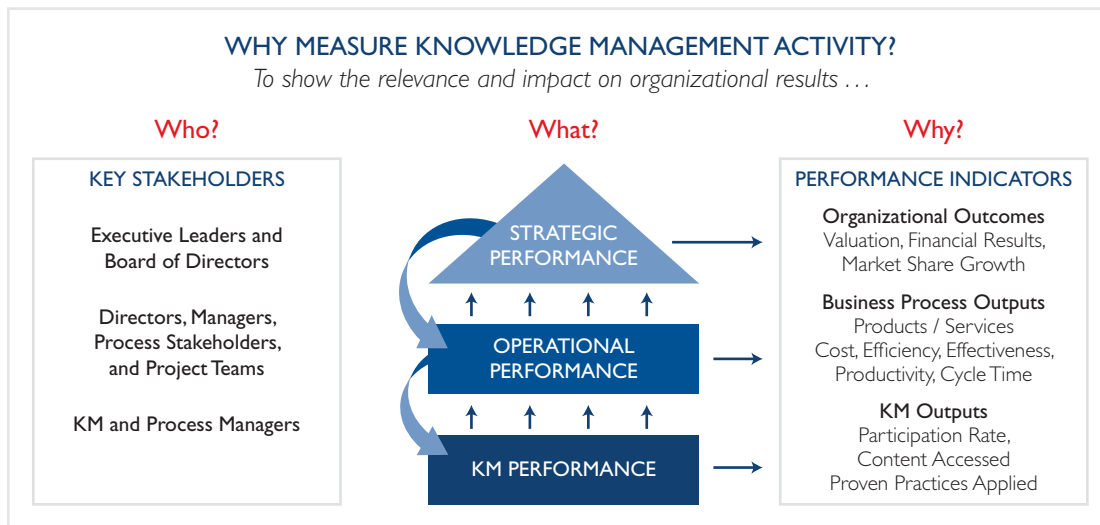
Are you looking to use performance measures to demonstrate how knowledge management can impact business value?

Don't start from scratch. APQC has developed a practical process with supporting tools to assess the value of your knowledge management activities.

Utilize APQC's implementation guides to create an enterprise KM program strategy that will span various organization silos, build a common way of working, avoid redundant efforts, and lead to more reuse of knowledge in new and innovative ways.

The holy grail of knowledge management measurement is to tie participation to outcomes. For example, the more people participate in communities of practice, use information, share and adopt proven practices, and so forth, the more we expect to see a positive impact on business outcomes. Measurement enables us to verify that impact.

APQC's KM measurement implementation guide will enable your organization to produce proven results by using best practices, methods and tools to assess the value of your knowledge management activities. It will also help you develop a set of balanced measures to help monitor your team's progress towards achieving KM and organizational goals.



What Does My License Include?

Based on proven methods and best practices, your KM measurement implementation guide will include the following:

- Tools / Templates
- Methodology / Roadmap
- Case Studies / Whitepapers / Data
- Advisory Service Support from APQC

What Are the Benefits of Licensing APQC's KM Measurement Implementation Guide?

- Develop standard processes to measure the performance of KM activity, including return on KM investment
- Insights into the impact of KM activity on business process performance and business outcomes
- Utilize proven measurement and analytical practices and tools that create a holistic approach to measuring a KM Program.

What Can Licensing Do for Me?

Knowledge needs never go away. They continue to grow as organizations become more global. APQC's implementation guides are strategic road maps that help you deploy a robust and steadfast enterprise KM program and successful KM approaches. Licensing provides a way to build internal skills and competencies while advancing your KM efforts in a focused and efficient manner.

Why APQC?

- Licensing content based on best practices and lessons learned from more than 450 organizations world-wide
- Recognized for Outstanding Performance by the MAKE Award Organization
- Listed by KM World as one of the top 100 companies that matter in knowledge management
- Led more than 145 consortium benchmarking studies to identify best practices in KM

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