

APQC KM Products and Services Grid

| Products and Services | Brief Description | Benefit | Deliverables | Member Price | Non-Member Price | Delivery Timeframe | Contact Information |
|--|---|---|--|---|------------------|--------------------|-------------------------------|
| Knowledge Management APQC Membership | An APQC Knowledge Management Membership provides your KM team—and every employee in your organization—with exclusive access to APQC’s targeted KM content including benchmarks, best practices, and case studies. | You also benefit from a network of peers and thought leaders to help you improve knowledge management processes, demonstrate a return on your KM investment, and support your organization’s strategic goals. | Access to online Knowledge Base; one-time annual use of the KM Capabilities Assessment tool | \$9,000 per year | NA | annual | Contact Sales |
| KM Strategy and Roadmap | Comprehensive KM strategy, aligned to the vision, mission, and goals of the organization. Framework to understand the stages of implementation and maturity of an organization’s KM efforts | <ol style="list-style-type: none"> 1. Provides a way for senior leadership to understand and integrate KM into the business of the enterprise 2. Provides a framework for current and future KM initiatives 3. Provides visibility to an organization’s KM maturity over time | <ol style="list-style-type: none"> 1. Fully executable short, mid, and long term KM strategy 2. Framework for gap analysis 3. Training of client members 4. Setup and guidance for up to 3 proof of concept pilots | \$120,000–\$150,000 | | 3–5 months | Contact Sales |
| Business Value Assessments | Development of business rationale and business case for building KM capabilities | <ol style="list-style-type: none"> 1. Provides documented rationale and ROI for KM initiatives 2. Provides independent assessment of value of KM to an organization based upon best practices 3. Provides an opportunity for organizations to review their strategic business plans and alignment to KM activities | <ol style="list-style-type: none"> 1. Training in business case development 2. Business cases developed specifically for organizational need | \$20,000–\$50,000; variables include scope and number of business cases—assumes 3 | | 2–3 months | Contact Sales |
| KM Capability and Maturity Assessment | Develop current state assessment of an organization’s KM maturity, with indications of how to achieve higher levels | <ol style="list-style-type: none"> 1. Provides impartial 3rd party assessment of an organization’s KM maturity 2. Provides a comprehensive set of metrics for comparison | <ol style="list-style-type: none"> 1. Overall KM maturity assessment rating 2. Assessment rating by category (12 categories) for gap analysis | \$55,000–\$75,000 | | 2–3 months | Contact Sales |

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| KM Strategy: APQC's Implementation Guide | Complete, turnkey KM strategy design and implementation guide customized to an organization's specific situation | <ol style="list-style-type: none"> 1. Provides a quick-start way to design and implement a KM strategy 2. Provides a customized guide that can be continually improved (perpetual use license) 3. Provides a written manual for future implementations | <ol style="list-style-type: none"> 1. Customized design and implementation plans for sustainable KM strategy 2. Client educated on how to repeat and scale process 3. Client ability to use as a perpetual license | \$95,000 member | | 1 month = 2–4 weeks consultation and customization, kick-off includes 2 day transfer session (4 FTE days) | |
| KM Measurement System and Process Design | Design the processes and capabilities required to support a KM measurement system. | <ol style="list-style-type: none"> 1. Provides ongoing client capability to measure their own performance over time | <ol style="list-style-type: none"> 1. Standard process flows for each core process 2. customer requirements; 3. inputs to system and processes defined 4. tools and templates to support the processes | Custom | | 3–6 months | Contact Sales |
| KM Measurement: APQC's Implementation Guide | Complete, turnkey measurement design and implementation guide customized to an organization's specific situation | <ol style="list-style-type: none"> 1. Provides a quick-start way to implement measures 2. Provides a customized guide that can be continually improved (perpetual use license) 3. Provides a written manual for future implementations | <ol style="list-style-type: none"> 1. Customized measurement design and implementation plans 2. Client educated on how to repeat and scale process 3. Client ability to use as a perpetual license | \$75,000 member | | 1 month = 2–3 weeks consultation and customization, 1-day delivery via workshop | |
| Knowledge Mapping | Identification of specific knowledge sources and uses required to execute a process | <ol style="list-style-type: none"> 1. Reveals gaps in communication 2. Identifies and facilitates priorities for closing knowledge gaps 3. Facilitates knowledge flow process | <ol style="list-style-type: none"> 1. Completed Knowledge Maps 2. Clients educated in Knowledge Mapping approach and maintenance | \$10,000–\$20,000 per process area | | 2–3 weeks = 2–3 weeks to prepare, 1–2 days to conduct a workshop | Contact Sales |

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| KM Design and Implementation Plans | Development of strategy and action plans to design and execute KM proof of concept pilot projects | <ol style="list-style-type: none"> 1. Consultation based upon best practices 2. Provides turnkey KM design and implementation plans to the organization 3. Teaches the organization how to conduct similar implementations in the future | <ol style="list-style-type: none"> 1. KM strategy and recommendations | \$100,000 – \$150,000 per engagement | | 2–3 months | Contact Sales |
| Community of Practice: APQC's Implementation Guide | Complete, turnkey CoP design and implementation guide customized to an organization's specific situation | <ol style="list-style-type: none"> 1. Provides a quick-start way to implement CoPs 2. Provides a customized guide that can be continually improved (perpetual use license) 3. Provides a written manual for future implementations | <ol style="list-style-type: none"> 1. Customized CoP design and implementation plans 2. Client educated on how to repeat and scale process 3. Client ability to use as a perpetual license | \$75,000 member | | 1 month = 2–3 weeks consultation and customization, 1-day delivery via workshop | Contact Sales |
| CoP Health Assessment | Assessment of CoP current state, vitality, and potential actions to increase CoP value to an organization | <ol style="list-style-type: none"> 1. Assessment ensures that organization is apprised of the value that CoPs are providing to the organization 2. Offers the organization an opportunity to review the goals and need of CoPs to continue to provide value | <ol style="list-style-type: none"> 1. Gap analysis of client CoPs with recommendations for improvement | \$15,000–\$20,000 per CoP | | 2–3 weeks per CoP | Contact Sales |
| KM Best Practices Study | A multi-organization benchmarking study focused on a specific aspect of KM (pre-determined by APQC). Previous studies focused on communities of practice, measuring the impact of KM, strategies and practices to retain critical knowledge, lessons learned systems, and more. | As a participant in a best-practice study, you will be able to shape the research focus, attend site visits with leading organizations, share insights, and take away actionable reports and findings—all things you can use right away to improve the performance of your KM program. | A final report summarizing the issues and insights uncovered during the study; Insights from APQC experts and fellow KM practitioners; Slides and summary profiles of the best-practice partner organizations; Copies of study interview guides. | APQC members: \$18,000; APQC Member (professional services/vendor): \$24,000 | \$24,000 | 4–5 months | Contact Sales |

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| KM Training Courses | <i>Knowledge Management in a Day</i> | Understanding KM based upon best practice research and projects | Understanding KM based upon best practice research and projects | Pricing dependent upon public or custom training | | 1-day | Contact Sales |
| | <i>Knowledge Management: Strategies & Tactics for Business Results</i> | Development of KM strategies and techniques based upon best practice research and projects | Development of KM strategies and techniques based upon best practice research and projects | Pricing dependent upon public or custom training | | 2-days | Contact Sales |
| | <i>Executive Briefing</i> | Provides an overview of the value and benefits of KM to senior executives and their role in the effective implementation of KM | Provides an overview of the value and benefits of KM to senior executives and their role in the effective implementation of KM | Pricing dependent upon public or custom training | | 4–8 hours | Contact Sales |
| | <i>Managing Content and Knowledge</i> | Provides specific strategies and techniques for the effective management of knowledge flow within an organization | Provides specific strategies and techniques for the effective management of knowledge flow within an organization | Pricing dependent upon public or custom training | | 1-day | Contact Sales |
| | <i>Knowledge Mapping</i> | Understanding the technique for identifying the sources and uses of knowledge within processes | Understanding the technique for identifying the sources and uses of knowledge within processes | Pricing dependent upon public or custom training | | 1-day | Contact Sales |
| | <i>Knowledge Management: Building and Sustaining Communities of Practice (CoPs)</i> | Provides basic training for attendees to understand the processes required to identify, design, implement, and sustain CoPs | Provides basic training for attendees to understand the processes required to identify, design, implement, and sustain CoPs | Pricing dependent upon public or custom training | | 2-days | Contact Sales |
| | <i>Measuring the Impact of Knowledge Management</i> | Provides a framework and understanding regarding how to identify effective measures of KM | Provides a framework and understanding regarding how to identify effective measures of KM | Pricing dependent upon public or custom training | | 1-day | Contact Sales |