

- 3M
  - 3S Solvay
- A**
- A'Gaci
  - AARP
  - ABB
  - Abbott Laboratories
  - Abercrombie & Fitch
  - Accenture
  - Access Insurance Holdings
  - Accord Holdings
  - Accuity
  - Accutek Packaging Equipment
  - ACE
  - Acer
  - Acme Industries
  - Actaris
  - Adaptec
  - ADI
  - Adobe Systems
  - ADP
  - Adrenalin eSystems
  - ADVA Optical Networking
  - Advance Food Company
  - Advance Publications
  - Advanced Business Graphics
  - Advanced Coating Technologies
  - Advanced Micro Devices
  - Advanced Semiconductor Engineering
  - Adventist Health System
  - AEGON DIRECT
  - AEON
  - Aera Energy
  - Aetna
  - Affiliated Foods
  - African Development Bank
  - Afrisam Cement
  - Agfa HealthCare
  - Aggregate Industries UK
  - Agilent Technologies
  - Agricola Fornace
  - Agricultural Bank of China
  - Agro-on
  - AIG
  - Air Canada
  - Air France - KLM
  - Air Liquide
  - Air Products and Chemicals
  - Airbus
  - Akzo Nobel
  - Alarm Automatika
  - Alaska Air Group
  - Albemarle
  - Alcatel-Lucent
  - Alcoa
  - Alcon
  - ALDI Group
  - Alfa
  - Alicorp
  - Alimentos Polar
  - Alitalia
  - ALK Abello
  - Alkermes
  - Aller Media
  - Allergan
  - Alliance Bancorp
  - Alliance Data Systems Enterprise
  - Alliant Energy
  - Alliant Techsystems
  - Allianz
  - Allstate Insurance Company
  - ALOM Technologies
  - Alpargatas
  - Alpha Natural Resources
  - Alternative Networks
  - Alyeska Pipeline Service Company
  - AMC Entertainment
  - AMCOL Health & Beauty Solutions
  - America Crystal Sugar
  - América Móvil
  - America Online
  - American Agricultural Insurance Company
  - American Airlines
  - American Cancer Society
  - American Eagle Federal Credit Union
  - American Express
  - American Food Service
  - American Gypsum
  - American Heart Association
  - American Home Mortgage
  - American Hotel Register Co
  - American International Group
  - American Medical Systems
  - American National Insurance
  - American Speech-Language-Hearing Association
  - American Trading Company
  - American Water
  - AMG Engineering
  - AmInvestment Bank
  - AMKO Service
  - Ampol Food Processing
  - AMR
  - AMSEC
  - Amsted Industries
  - Amway Research and Development
  - Andrew Corporation
  - Anheuser-Busch
  - Anritsu
  - AORN
  - Aotearoa Fisheries
  - APAC
  - Apache North Sea
  - Apex Equity Holdings
  - APL
  - Apollo Group
  - Apparel Group
  - Apple
  - Applicia Consumer Products
  - Applied Digital Imaging
  - Applied Materials
  - ARC Resources
  - Arcadia Group
  - Arcadia Housing
  - ARCOR
  - Ardent Health Services
  - Argentine Federal Police
  - Argon
  - Arianespace
  - Arizona Chemical
  - Arla Foods
  - Armada HR Solutions I
  - Arrow Electronics
  - ArvinMeritor
  - Asahi Breweries
  - Asahi Kasei Corporation
  - Asahi Shimbun Company
  - ASC Holding
  - Ascention Health
  - Ashland
  - Asian Development Bank
  - Aspen Technology
  - Assicurazioni Generali
  - Assurant
  - Assured Guaranty
  - AstenJohnson
  - Astor Chocolate
  - Astra Zeneca
  - Astron Solutions
  - Asyst Technologies
  - AT&T
  - ATC Logistics & Electronics
  - Atlas Copco
  - Atmel Corporation
  - Audi
  - Audiovox
  - AusCheck
  - Austin Radiological Association
  - Austin Regional Clinic
  - Australian Broadcasting Corporation
  - Australian Council of Auditors-General
  - Auto Electric Service
  - Autobahnen
  - AutomationDirect.com
  - AutoNation
  - AutoZone
  - Avago Technologies
  - Avaya
  - Avecia Biotechnology
  - Aventis Pharmaceuticals

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- AVIChina
  - Aviko Rixona
  - Avis Budget
  - Aviva
  - Avnet
  - Avocent
  - Avon Products
  - AXA
- B**
- B. Braun Melsungen
  - Bacon's Information
  - BAE Systems
  - Baker Hughes
  - Balayan Distillery
  - Balfour Beatty Workplace
  - Ball Horticultural Company
  - Ballance Agri-Nutrients
  - Banco Bradesco
  - Banco De Chile
  - Banco de la Nación Argentina
  - Banco do Brasil
  - Banco Español de Crédito
  - Banco Santander
  - Banco Sofisa
  - Bancolombia
  - BancorpSouth
  - Banesco
  - Bangkok Bank Public Company
  - Bank of America
  - Bank of Brazil
  - Bank of China
  - Bank of Italy
  - BankAtlantic
  - Baptist Health System
  - Barclays Bank
  - Barnes Distribution
  - Barnes Group
  - BASF YPC
  - Basic Chemical Solutions
  - BasLee Engineering Solutions
  - BAT
  - Bath Iron Works
  - Bausch and Lomb
  - Baxa
- Baxter
  - Bayer
  - Bayerische Motoren Werke
  - Bayfront Medical Center
  - Baylor College of Medicine
  - BB&T
  - BBT Thermotechnik GmbH
  - BC Ferries
  - BC HRMA
  - BC Institute of Technology
  - BD
  - BE Aerospace
  - BearingPoint
  - Beck/Arnley Worldparts
  - Becton Dickinson
  - Behringer Group
  - Bel Brands
  - Belgacom
  - Belimo Customization
  - Bell Aliant
  - Bell Helicopter
  - Bellacor
  - Bellwether Services
  - Bemis
  - Benchmark Electronics
  - Benchmark Logistics
  - Benesse
  - Bergan
  - Berjaya Corporation
  - Berkshire Hathaway
  - Bernick's
  - Bertelsmann
  - Best Buy
  - BestTransport
  - Bezeq
  - BG Group
  - Bharat
  - Bharti Airtel
  - BHP Billiton
  - BICO
  - Bio Mediacal Research
  - Biogen Idec
  - BioProducts
  - Biovail
  - Birmingham City Council
- Bison Gear & Engineering
  - Bissell Homecare
  - Biwater
  - BJ's Wholesale Club
  - Black & Decker
  - Black & Veatch
  - Blevins
  - Blitz
  - BloodCenter of WI
  - Blount International
  - BlueCross BlueShield
  - BlueScope Steel
  - BMC Software
  - BMW
  - BNP Paribas
  - BNSF Railway
  - Boehringer Ingelheim
  - Bolthouse Farms
  - Bombardier
  - Bond International Software
  - Bonneville Power Administration
  - Bonnier
  - Booz Allen Hamilton
  - Borealis Group
  - BorgWarner
  - Bosch
  - Boston Scientific
  - Botsford Hospital
  - Botswana Post
  - Boy Scouts of America
  - Bozzutos
  - BP
  - Brand Energy & Infrastructures Services
  - Brasil Foods
  - Brasileira de Distribuicao
  - Braskem
  - Brembo
  - Briant Associates
  - Brighton Collectibles
  - Brightpoint
  - Brisa Bridgestone Sabanci Lastik
  - Brisbane City Council
  - Bristol-Myers Squibb Company
- British Airways
  - British Columbia Securities Commission
  - British Home Office
  - Broder Bros
  - Bronsons Healthcare Group
  - Brookfield Power
  - Broward County Florida
  - Brown-Forman
  - BT Forklift France
  - BT Group
  - Buckman Laboratories
  - Building Knowledge
  - Bunnings Group
  - Burlington Coat factory
  - Busch's
  - Bush Brothers
- C**
- C&S Wholesale Grocers
  - Cabel Europa
  - Cadbury
  - Caifor
  - Calgon Carbon
  - California Bank & Trust
  - California Casualty Management
  - Calumet Specialty Products Partners
  - Campbell Soup
  - Canadian International Development Agency
  - Canadian Utilities
  - Cannon Industries
  - Canon
  - Capital City Bank Group
  - Capital Expertise
  - Capital One
  - Capital Power
  - Cardinal Health
  - CareerBuilder.com
  - Carey Olsen
  - Cargill
  - Carhartt
  - Caribbean Development Bank

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Carleton University
  - Carlisle Companies
  - Carlson Companies
  - Carnegie Museums of Pittsburgh
  - Carpenter Technology
  - Carrefour
  - Carso Global Telecom
  - Carval de Colombia
  - Castle Peak Holdings
  - Catalent Pharma Solutions
  - Caterpillar
  - Cathay Financial Holding
  - Catholic Health Initiatives
  - Cbeyond
  - Celadon Group
  - Celcom
  - Celera
  - Celestica
  - Cellco Partnership
  - CEMEX
  - Cencosud
  - Cendant
  - Center for Disease Control
  - CenterPoint Energy
  - Central Intelligence Agency
  - Central Meat and Foods
  - Central States Manufacturing
  - Centric Group
  - Cessna Aircraft Company
  - CF Industries Holdings
  - Champion Compressors
  - Channell Commercial
  - Charles Schwab & Company
  - Charming Shoppes
  - Chart Ferox
  - Chart Industries
  - Charter Communications
  - Charter Steel
  - Chevron
  - Chevron Phillips
  - Chicago Federal Home Loan Bank
  - Chicago Rivet
  - China Aviation Oil Singapore Corporation
  - China Construction Bank
  - China FAW Group
  - China Life Insurance
  - China Mobile Communications
  - China Pacific Insurance
  - China Petroleum & Chemical
  - China Power International Development
  - China Southern Airlines Company
  - China Telecom
  - China Tobacco Hunan Industrial
  - Chinatrust Bank
  - Chiron
  - Chrysler
  - CHS
  - CIBA Vision
  - CIC
  - Circulo de Lectores
  - Cisco Systems
  - Citgo Petroleum
  - Citibank
  - Citigroup
  - Citizens Gas
  - City of Dallas
  - City of Nashua
  - Clarian Health
  - Clariant
  - Cleanair Group
  - Cliffstar
  - Clondalkin Group
  - Close To My Heart
  - Club Mediterrane
  - CM Lake Zurich
  - CM Packaging Group
  - CM PDI
  - CM Stone Plastics
  - CNH America
  - CNPsurances
  - Coats Thread
  - Cobham
  - CocaCola Hellenic Bottling Company
  - Cognizant Tech
  - Colgate Palmolive
  - Columbia Sportswear
  - Comcast
  - Comercial Metals Corporation
  - Comerica
  - Commerce Bancshares
  - Commercial Federal
  - Community First Credit Union
  - Compal Electronics
  - Computacenter
  - ConAgra
  - ConocoPhillips
  - Conseco Services
  - Conservation Services Group
  - Consolidated Edison
  - Consorcio
  - Constellation Energy Group
  - Construction Accessories
  - Consumer Impact Marketing
  - Continental Airlines
  - Continental Automotive
  - Continentale Krankenversicherung
  - Convergys
  - Cook Group
  - Coop Norge
  - Cooper Industries
  - Cooper-Standard Automotive
  - Coors Brewing Company
  - COPEL
  - Corning
  - Corning Cable
  - Corporate Network Services
  - Corporate Renaissance Group
  - Corporation for a Skilled Workforce
  - Corporation of the City of Toronto
  - Cosan Combustiveis e Lubrificantes
  - COSCO
  - Costco
  - Country Financial
  - County of Santa Barbara
  - Covance
  - Covanta Holding
  - Covidien
  - Cox Communications
  - CPFL Energia
  - CPR Gomu Industrial
  - CPS Energy
  - CQC
  - Creative Group
  - Crédit Agricole
  - Credit Suisse
  - Cresa Partners
  - Crocs
  - Crossroads Wireless
  - Crown Holdings
  - CSC
  - CTS Singapore
  - Cubist Pharmaceuticals
  - Culligan Water
  - Curtiss Wright
  - CVS Caremark
  - Cymao Holdings
  - Cymer
- D**
- Daihatsu Motor
  - Dai-ichi Mutual Life Insurance Company
  - Daimler
  - Dainippon Sumimoto Pharma
  - Dairy Queen
  - Daisin Product
  - Danaher
  - Danfoss
  - Danone
  - Darigold
  - Dashang Group
  - Dassault Aviation
  - DaVita
  - DBS Bank
  - DCP Midstream
  - DeBeers
  - Dechra Pharmaceuticals
  - Defense Distribution Depot San Joaquin

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Defense Logistics Agency
- Defra
- Delek
- Delitrade
- Dell
- Deloitte Consulting
- Delphi
- Delta Air Lines
- Delta Dental of Illinois
- DENSO Corporation
- Denway Motors
- Design Communications
- DesignTex
- Detector Electronics
- Deutsche Lufthansa
- Deutsche Post
- Deutsche Telekom
- DevTech Solutions
- Dexia
- Dexter Research Center
- DFAS
- DFFI – Maya
- DGP Hinoday Industries
- DHB
- Diageo
- Diagraph
- Dialogic Corporation
- Diamond Hill Plywood
- Diehl Stiftung & Company
- Diesel
- Digene
- Digimarc
- Digitas
- Diners Club of North America
- Direct Energy
- DirectEmployers Association
- Direction des Constructions Navales Services
- DIRECTV
- Dish Network
- Dofasco
- Doi Kam Products
- Dole Food Company
- Domestic and General, Learning & Development
- Dominion Resources
- Domtar
- Dongbu Insurance Company
- Dorma GmbH
- Dorman Products
- Double Star Industry
- Dow Chemical
- Dow Corning
- Dow Pharmaceutical Sciences
- Dr. Reddy's Laboratories
- Drasuvivous
- Drax
- DreamWorks Animation
- DRS
- Drummond Company
- DTE Energy
- Duke Energy
- DuPont
- Duquesne Light Company
- Dwell Furniture
- Dynalab
- Dynege
- E**
- E. I. du Pont de Nemours and Company
- E. Ritter & Company
- E.ON
- Eagle Transport
- Eagle Valley Bank
- Early Warning Services
- East Japan Railway Company
- Eastman Kodak
- easyJet
- Eaton
- EatonVance Management
- Ecclesiastical Insurance
- Ecopetrol
- Edith Cowan University
- EDS
- Educational Testing Service
- Egytech Cable
- Eidsiva Marked
- El Paso Corporation
- Elan Pharma
- Electric Boat
- Electric Insurance Company
- Electricité de France
- Electrolux
- Elektrobit
- ELETROBRÁS
- Eletropaulo Metropolitana Eletricidade de São Paulo
- Elevations Credit Union
- Eli Lilly and Company
- Eli Lilly Elanco Animal Health
- Elizabeth Glaser Pediatric AIDS Foundation
- ELMOS Semiconductor
- Elsewedy
- Elster Group
- Embarq
- Embraco
- Embraer
- Emerson
- Emirates
- Emmis Communications
- Employee Benefit Services Group
- Employees Provident Fund
- Empresa Distribuidora y Comercializadora Norte
- Empresa Nacional de Electricidad
- Enbridge
- Encore Wire
- Enel
- Energes Engineering Resource
- Energical
- Energizer
- Enerpac
- Enersis
- ENG
- ENMAX
- Entegris
- EPCOR Utilities
- Epes Transport System
- Epiderma
- ERGO
- ERICO
- Ericsson
- Erie Insurance Group
- Esprit Holdings
- Esselte
- Esso Nederland
- Estee Lauder
- Eurofase
- Europa Group
- European Aeronautic Defence and Space Company
- Evonik Industries
- Ex-Cell Home Fashions
- Exelon
- Exoplast
- Expeditors
- Express Scripts
- ExpressJet Airlines
- Extend Accounting
- Exxaro Resources
- ExxonMobil
- F**
- F.C. Intertrade
- FAB
- Fang Brother
- Fast Retailing
- FASTWeb
- FDIC
- Federal Aviation Administration
- Federal Bureau of Investigations
- Federal Energy Regulatory Commission
- Federal Reserve Bank of Atlanta
- Federal Reserve Bank of Boston
- Federal Reserve Bank of Cleveland
- Federal Reserve Bank of Kansas City
- Federal Reserve Bank of New York
- Federal Reserve Bank of Richmond
- Federation des Caisses Desjardins
- FedEx

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Fellowes
  - Ferrovie Nord
  - FIA
  - Fiat
  - Fidelity National Financial
  - Finmeccanica
  - First Canadian Title
  - First Data Commercial Services
  - First Entertainment Credit Union
  - First Potomac Realty Trust
  - FirstEnergy
  - Fiserv
  - Fisher-Price
  - Fiskars Craft
  - FlashPoint
  - Flextronics International
  - FLIR Systems
  - Florida Department of Revenue
  - Flowserve
  - Fluid Management
  - Fluke
  - Fluor
  - FMC Technologies
  - Foamex International
  - Fonterra
  - Food Blessing
  - FORCE America
  - Ford Motor Company
  - Foremost Farms USA Cooperative
  - Formac
  - Fortis Banque
  - Foschini
  - Foster Farms
  - Foxconn Technology
  - France Telecom
  - Frandeli Group
  - Freescale Semiconductor
  - Freightliner
  - Fresenius
  - Fresh Meat Processing
  - Frontier Oil
  - Fujairah Women's College
  - Fuji
  - Fulfilled Executive
  - Furnist Industry Company
  - Future Focus
  - Fymaster
- G**
- G&J Greenall
  - Galaxy Entertainment Group
  - Galaxy Surfactants
  - Gambles Ontario Produce
  - Gambro Asia Pacific
  - Gamesa
  - Gamma Textile Manufacturing Company
  - Gap
  - Garlock Sealing Technologies
  - Garmin
  - Gas Natural SDG
  - Gauteng Shared Services Centre
  - GD Midea Air-Conditioning Equipement
  - GDF Suez
  - Gehan Homes
  - Genencor
  - General Dynamics
  - General Electric
  - General Mills
  - General Motors Company
  - GenTek
  - Genting
  - Genworth Financial
  - Georg Fischer
  - George Weston
  - Georgia Pacific
  - Georgia Power
  - Georgia Tech
  - Gerdau Acos Longos Brasil
  - Giant Eagle
  - Gilbane Building
  - Gilead Sciences
  - Gillette
  - Giorgio Kauten Group
  - Given Imaging
  - GlaxoSmithKline
  - Globex Utilidades
  - Gloria Jeans
  - GM
  - Gobierno del Estado de Sinaloa
  - Gobierno Federal de Los Estados Unidos Mexicanos
  - Godrej Industries
  - Goldman Sachs
  - Goodyear Tire & Rubber
  - Google
  - Gordon Food Service, Marketplace Division
  - Graceland University
  - Graham Engineering
  - Granada International
  - Granddisk Company
  - Grandis
  - Granite Properties
  - Grant Thornton
  - Graybar
  - Great Kitchens
  - Greater Toronto Area Airport Authority
  - Grifols
  - Griswold Controls
  - Group Health Cooperative
  - Groupe Auchan
  - Groupe Danone
  - Grupo Domos
  - Grupo Starmedica
  - GSI Commerce
  - GSSC
  - Guangdong Midea Electric Applicances
  - Guangshen Railway
  - Gucci Group
  - Gucci Logistica
  - Guidant
  - Guitar Center
  - Gulf Asian Petroleum
  - Gulfstream
  - Hainan Airlines
  - Halliburton Company
  - Hallmark - Crown Financial Service
  - Halton
  - Hancock Holding Company
  - Hanesbrands
  - Hapag-Lloyd
  - Harley-Davidson
  - Hatch
  - Havertys Furniture Company
  - Hayakava Eastern Rubber Company
  - HB Fuller
  - HCA
  - HD Supply
  - Healol Pharmaceuticals
  - Health Evolutions
  - HealthCare Partners
  - Heineken
  - Heinz
  - Helicopter Support
  - Hellenic Aerospace Industry
  - Hercules
  - Hertz Global Holdings
  - Hess Corporation
  - Hewden Stuart
  - Hewlett-Packard
  - Hi Essence Cable
  - Highways Agency
  - Hilton
  - Hindustan Aeronautics
  - Hitachi
  - Hi-Tech Precision Plastic
  - HM Prison Service
  - Holcim
  - Holly Corporation
  - Home Depot
  - Home Services of America
  - HoMedics
  - Hon Hai Precision Industry
  - Honda Motor
  - Hong Kong Electric Holdings
  - Hong Kong Jockey Club
  - Hong Leong Asia
- H**

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Horne International
  - Host Hotels & Resorts
  - Hotel Shilla
  - Houghton Mifflin Harcourt
  - Hoya Corporation
  - HSBC
  - HT Media
  - Huaneng Power International
  - Huawei Technologies
  - Hubbard Broadcasting
  - Huber+Suhner
  - Huntingdon Life Sciences
  - Husky Injection Molding Systems
  - Hutchinson Whampoa
  - Hutchison
  - Hydro Aluminium
  - Hynix
  - Hyper Panda
  - Hyundai Motor Company
- I**
- IAG NZ
  - IBERDROLA
  - Iberia Bank
  - Iceland America Energy
  - ICI Paints
  - ICICI Bank
  - Idaho Power
  - IDEXX
  - Iguazu de Café Solúvel
  - IHI Corporation
  - IHOP
  - IKEA
  - Ilim Group
  - Illinois CancerCare
  - Illinois River Energy
  - Illumina
  - IMF
  - Imperial Tobacco Group
  - Indala
  - Indesit Company
  - Index Holdings
  - Indian Oil Corporation
- Industrial and Commercial Bank of China
  - Industrial Development Bank
  - Inexia
  - Infineon Technologies
  - Infinity Insurance Company
  - Infotech
  - ING
  - Ingersoll Rand
  - InnerWireless
  - INSPIRIS
  - Intact Financial Corporation
  - Integra LifeSciences
  - Integra-Cast
  - Integrated Supply Network
  - Intel
  - InterContinental Hotels Group
  - Intermatic
  - Internal Revenue Service
  - International Center of Photography
  - International Specialty Products
  - International Truck and Engine
  - Intertek Testing Services
  - Inter-Tel Integrated Systems
  - Intralox
  - Intuit
  - Invensys
  - IPB
  - IPC Systems
  - IPL
  - Iran Khodro
  - IRIS Integrated Risk Management
  - Irish Life Corporate Business
  - Irvin & Johnson
  - ISIS
  - Israel Chemicals
  - IT Foods Industry
  - Itaú Unibanco
  - Itochu Corporation
  - ITT Industries
  - iZone Group
- J**
- J D Williams & Company
  - Jackson Hewitt
  - Janssen-Cilag
  - Japan Airlines
  - Japan Post Insurance
  - Japan Racing Association
  - Japan Tobacco
  - Jarden
  - Jardine Cycle & Carriage
  - JAT Software
  - Jazz Technologies
  - JBE
  - JCPenney
  - JEOL
  - Jeppesen
  - JFC Holdings
  - JJ Taylor Distributing of MN
  - JMZ Architects and Planners
  - Jo-Ann Stores
  - John Deere
  - Johns Manville
  - Johnson & Johnson
  - Johnson Controls
  - Johnson Electric Group
  - Johnson Outdoors
  - Johnsonville Sausage
  - Johnstone Supply
  - Jotun Powder Coatings
  - Journal Sentinel
  - JP Morgan Chase
  - JPJ - Road Transport Department
  - Jubilant Organosys
  - Juffair Pharmacy
  - Juniper Networks
  - Juno Lighting
  - Jusco
- K**
- K.T. Thai Local Products
  - Kanawha County Public Library
  - Kansas City Southern Railroad
  - Kautex
  - Kawasaki
- KB Financial Group
  - Keddeg Company
  - Kellogg Company
  - Kennametal Distribution
  - Kerry Ingredients
  - Kesko
  - Kettering Health Network
  - KFC and Pizza Hut
  - Khimji Ramdas P&G
  - Kia Motors
  - Kimberly-Clark
  - Kingdee
  - Kittitas Valley Community Hospital
  - KLA Tencor
  - Klass Time
  - Klein's All Sports
  - Kluber Lubrication
  - Korea Electric Power
  - Korean Airlines
  - KPA
  - KPMG
  - Kraft Foods
  - Krajowa Spolka Cukrowa
  - Kruegger International
  - KT Corporation
  - KT&G
  - Kuala Lumpur Kepong
  - Kubota Tractor Corporation
  - Kuwait Oil Company
  - Kuwait Petroleum
- L**
- L.B. Foster Company
  - L.L.Bean
  - L3 Communications
  - Laclede Gas Company
  - Lagardsre
  - Land Systems Canada
  - Landrum Companies
  - Lanxess
  - Las Vegas Sands
  - Laurens County Health Care System
  - Lavazza

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Leaseplan
  - Leatherman Tool Group
  - Lee County Port Authority
  - Leggett & Platt
  - Lenvo Group
  - Leoni Wiring Systems
  - Lerner Universal
  - Letterkenny Institute of Technology
  - Level 3 Communications
  - Levi Strauss
  - Lexmark
  - LG Electronics
  - Libbey
  - Liberty Capital Group
  - Liberty Mutual
  - Licking Memorial Health System
  - Life Technologies Corporation
  - LifeScan
  - LifeWay Christian Resources
  - Liggett Vector Brands
  - Light Serviços de Eletricidade
  - Limited Brands
  - Lincoln Electric
  - Lincoln Financial Group
  - LinkAmerica
  - Link-Belt Construction Equipment
  - Little Lady Foods
  - Lloyds Banking Group
  - Lockheed Martin
  - Logica Nederland
  - Logistica 3W
  - Logitech
  - Lone Star Aerospace
  - Lotteshopping
  - Louisville Water Company
  - Lowe's
  - Loyola Press
  - LSI Logic
  - Lubrizol
  - LUK Automotive Services
  - Lukoil
  - Luxottica
  - Lyse
- M**
- M&T Bank - Information Technology
  - M7 Aerospace
  - Macintosh Retail Group
  - Macro Plastics
  - Madison-Kipp
  - Maersk Logistics
  - Magellan Midstream
  - Maine Medical Center
  - Mainline Supply Company
  - Malayan Banking
  - Malaysia Petronas
  - Malt-O-Meal
  - Mannatech
  - Manpower
  - Mantaline
  - Manulife Financial
  - Mar Ter Spedizioni
  - Marathon Oil Company
  - Marine Harvest Norway
  - Marinha do Brasil
  - Marketsphere Consulting
  - MarkOne Financial
  - MarkWest Hydrocarbon
  - Marriott
  - Mars
  - Marsh Supermarkets
  - Marshall & Ilsley Bank
  - Marsoner
  - Martek Biosciences
  - Masco
  - Massachusetts Mutual Life Insurance Company
  - Masterfoods
  - Material Sciences Corporation
  - Mattel
  - Maui Pineapple Company
  - Maxis Communications
  - Maybank Singapore
  - Maytag
  - McCormick & USIG
  - McDonald's
  - MCI Service Parts
  - McKesson Corporation
- McLane Company
  - Mead Johnson & Innovation Partners
  - Mecklenburg County
  - Medica
  - Medical College of Wisconsin
  - Medical Mutual
  - Medtronic
  - Mellon Financial
  - Meloche Monnex
  - Memorial Health Systems
  - Menard
  - Menlo Worldwide
  - Mensor
  - Mercer
  - Merck & Co.
  - Merrill Lynch
  - MET Sundry Supplies
  - Metagenics
  - Metal One America
  - Methanex
  - Methode Electronics
  - Methodus
  - MetLife
  - Metor
  - METRO
  - Metso Paper
  - Mettler Toledo
  - MGP Ingredients
  - MHS
  - MIAG
  - Michaels Stores
  - Michelin North America
  - Microsoft
  - Mid-City Supply
  - Midcoast Aviation
  - Mid-Continent Instruments
  - Midland Center for the Arts
  - MidwayUSA
  - Migros Vaud
  - Millennium & Copthorne Hotels
  - Millipore
  - MiniCo
  - Ministerio de Hacienda y Credito
- Mirant
  - MIRAPRO
  - Mirza International
  - Missouri Department of Transportation
  - MIT
  - Mitre
  - Mitsubishi
  - Mitsubishi Financial Group
  - Mitsui & Co.
  - Mizuho Financial Group
  - Mobility Works
  - Mobily
  - Moen
  - Molson Coors
  - Monitor
  - Monsanto
  - Monster Cable Products
  - Motor Coach Industries International
  - Motorola
  - MRI Executive Solutions
  - MSC
  - MTUDDA
  - Mueller
  - MultiCare Health System
  - Multicultural Women's Council
  - Murphy Oil
  - Mutual Federal Savings Bank
  - Mutual of Omaha
  - MWV PPO
- N**
- N. B. Handy Company
  - Nagase & Co
  - NANA Development Corporation
  - Nanosys
  - Nanyangfabric
  - NASA Johnson Space Center
  - Nash Finch Company
  - National Australia Bank
  - National City
  - National Farmers Union Property and Casualty Company

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- National Grid
- National Health Service
- National Instruments
- National Police Agency
- National Semiconductor Corporation
- National Starch
- National Thermal Power Corporation
- NationJob
- Nationwide Auction Systems
- Nationwide Mutual insurance Company
- Natixis
- Natura Cosméticos
- Natuzzi Americas
- NAV Canada
- NB Power Holding
- NC Wildlife Resources Commission
- NCI Building Systems
- NCL
- NCR
- Neapco
- NEC
- NEISD
- Nelnet
- Neoris
- NES Rentals
- Neste Oil
- Net-Temps
- Network Appliance
- New Balance Athletic Shoe
- New York Power Authority
- Newark YMCA
- Newell Rubbermaid
- Newgen Software Technologies
- Newmont Mining
- News Corporation
- Nexen
- Nextel
- Nexus Resort Karambunai
- NGC Integrated Systems
- NH Hoteles
- NHN Corporation
- Nielsen Media Research
- Nigeria LNG
- Nike
- Nippon
- NIPRO
- NiSource
- Nissan
- Nitta Casings
- NMK Management Services
- NMS Communications
- NOAA
- Noble Group
- Nokia
- Nomura Holdings
- Nordson
- Nordstrom
- Norstedts
- Northeast Utilities
- Northern Industrial Sales
- Northern Lighthouse Board
- NorthgateArinso
- NorthWestern Energy
- Northwestern Mutual
- NOVA Chemicals
- Nova Scotia Supply Chain
- Novartis
- NovAtel
- Novellus
- Novo Nordisk
- NPR
- NRG Energy
- NSL Analytical Services
- NSTAR
- NTE Holding
- NTT DoCoMo
- Nu Skin Enterprises
- Nufarm Americas
- Nutriscience Technology
- O**
- Occidental Petroleum
- Océ
- Ocean Spray
- Oceaneering International
- OCEG
- Octane
- ODOT, District 12
- Office of Hawaiian Affairs
- Office of the Comptroller of the Currency
- OGE Energy
- Ohio Gratings
- OK Tires
- Olam International
- Olympus Medical Systems
- OMRON
- OMV Aktiengesellschaft
- ON Semiconductor
- Oneida
- Ontario Lottery and Gaming
- Ontario Management Board Secretariat
- Ontario Service Safety Alliance
- Ontario Shared Services
- OptTek Systems
- Oracle
- Orbit Irrigation Products
- Orbotech
- Organic Valley
- Orthovita
- OSRAM GmbH
- Otis Elevator Company
- Otsuka Pharmaceutical
- Otter Tail
- Otto GmbH
- P**
- P.F. Chang's China Bistro
- P.M.I. Comercio Internacional
- P.P.Parawood
- P.T. Telekomunikasi
- PA State Employees' Retirement System
- Pacific Gas and Electric Company
- Pacifics Seafood Group
- Packard North America
- Palermo Villa
- Pall Corporation
- Pampa Energía
- Pan Sarawak Company
- Panalpina
- Panama Canal Authority
- Panasonic
- PaperlinX
- Paranaense de Energia
- Paraworld Furniture
- Parker Hannifin
- Parkway Holdings
- PartyLite
- Patriot Coal
- Paulista de Força e Luz
- Payma Corporation
- Pelican Products
- PEMCO
- Pemex
- Pennsylvania FAIR Plan
- Pentair
- Pepsico
- Perdue Farms
- Pertamina
- Peterson, Johnson & Murray
- Petrobras
- Petro-Canada
- PetroChina
- Petróleo Brasileiro
- Petróleos de Venezuela
- Petróleos Mexicanos
- Petroliam Nasional
- Petronas Dagangan
- Petrotrin
- Peugeot Citroën
- PFG -Middendorf
- Pfizer
- PG&E
- Pharmavite
- Philadelphia Gas Works
- Philip Morris
- Philips
- Phillips Electronics
- Phoenix Children's Hospital
- Physicians Plus Insurance
- Pillars
- Pinchevsky & Co
- Ping An Insurance Company

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Pinnacol Assurance
  - Pioneer Electronics
  - Pitney Bowes
  - Plains Exploration & Production
  - Plantronics
  - Plastipak Packaging
  - Plymouth Tube Company
  - Podium Holding Group
  - Polo Ralph Lauren
  - Porsche
  - Port of Amsterdam
  - Port of Portland
  - Porter Hills Retirement Communities & Services
  - Portugal Telecom
  - Positivo Group
  - Potash
  - Power South
  - PowerStream
  - Practica Company
  - Praxair
  - Pražská energetika
  - Precise Technology
  - Precision Dynamics
  - Preferred Professional Insurance Company
  - Premier
  - President Chain Store
  - PricewaterhouseCoopers
  - PRIM
  - Principal Financial Group
  - Proctor & Gamble
  - Productos Medix
  - Proeza
  - Profit Strategies
  - Progress Energy
  - Progress Logistics
  - Proton Holdings
  - Province of Ontario, Canada
  - PRTM Management Consultants
  - Prudential
  - Przedsiębiorstwo Napraw Infrastruktury
  - PSEG
  - PT Astra International
  - Pueblo of Tesuque
  - Puget Sound Energy
- Q**
- QEP Resources
  - QMI Solutions
  - Q-Plan North Greece
  - QPSI-Burlington
  - QT Instruments
  - Qualcomm
  - Quality Ingredients Corporation
  - Quanta Computer
  - Quantachrome Instruments
  - Queiroz Galvao Oleo e Gas
  - Qwest Communications
- R**
- R.E. Michel Company
  - Rabobank
  - Rabobank
  - Racchetti
  - Radio Shack
  - Radisys
  - Raja Uchino
  - Ranbaxy Laboratories
  - Randon
  - Rane Engine Valves
  - Rayonier SE Wood Products
  - Raytheon
  - RCS Media Group
  - Reassurance
  - Reckitt Benckiser
  - Recycled Paper Greetings
  - RED Development
  - Redliance Industries
  - RedMed
  - Reebok
  - Reed Elsevier
  - Regal Beloit
  - Regence
  - Regions Bank
  - Reliant Energy
  - Renault
  - Repco
  - Repsol
  - Research In Motion
  - ResMed
  - Resource America
  - Restek
  - Retail Operators
  - Rezidor Hotel
  - Richard Childress Racing
  - Ricoh
  - Riiter Sport
  - Rimfire Minerals
  - Ring Companies
  - Rinnai Corporation
  - Rio Tinto
  - Rithwik Projects
  - Ritter Sport GmbH &
  - Riverdale Mills
  - Robbins & Myers
  - Robbins Manufacturing
  - Robbins-Gioia
  - Robert Bosch
  - Roche Diagnostics
  - Roche Holding
  - Rockwell Automation
  - Rohm & Haas
  - Rolls-Royce
  - Rotorcraft Enterprises
  - Royal Bank of Canada
  - Royal Dutch Shell
  - Royal Philips Electronics
  - Royal Thai Police
  - RPS Technologies
  - RTM & Associates
  - Russell Investments
  - RWE Aktiengesellschaft
  - Ryder Truck Rental
  - SAHA
  - SAIC
  - Saipa
  - Sakata Inx India
  - Salesforce.com
  - Sallie Mae
  - Samsung
  - Samtronics Peru
  - San Antonio Housing Authority
  - Sandia National Labs
  - Sanford
  - Sanofi Avenis
  - Santa Barbara Sistemas
  - Santa Catalina Island Company
  - Santander
  - Saralee
  - Sarasota County Government
  - SAS
  - Saskatchewan Government
  - SaskPower
  - SaskTel
  - Sasol
  - Satellite Logistics Group
  - Satyam-Venture Engineering Services
  - Saudi Arabian Oil
  - Saudi Aramco
  - Sayga Flour Mills
  - SCA Tissue
  - SCANFuture Consulting
  - Schlumberger
  - Schneider Electric
  - Schreiber Foods
  - Scottish and Southern Energy
  - Scotts Miracle-Grow
  - Seagate Technology
  - Sears
  - Seattle Jobs Initiative
  - Securus Technologies
  - Sedena
  - Seiko Instruments
  - Selco Custom Time Corporation
  - Sempra Global
  - Senco Products
  - Sensata
- S**
- S&C Electric
  - S. K. Polymer
  - S.C. Johnson & Son
  - Saab
  - Safcor Freight
  - Safetec of America
  - Sage

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- ServiceMaster
- Seven & I Holdings
- Severn Trent
- Shanghai Electric
- Shanghai Media Group
- Shanghai Pharmaceutical
- Sharp
- Shaw Industries
- Shaya Magazacilik
- Sheffield City Council
- Shell
- SHOPKO
- Siam Rubber
- Siam Tin Food Product
- SICPA
- SIDDC
- Sierra Nevada Brewing Co
- SIG Combibloc Russia/CIS
- Sigdo Koppers
- Sigma Tau Pharmaceuticals
- Signal Iduna Poland
- Signature
- Silfex
- Sime Darby
- Singapore Airlines
- Singapore Armed Forces
- Singapore Petroleum Company
- Singapore Technologies Engineering
- Singapore Telecommunications
- Sirona Dental Systems
- SK Energy
- Skanska USA Building
- Sky
- Smart Financial Credit Union
- SMART Technologies
- SmartBargains
- Smith's Detection
- Smiths Group
- Smithsonian Enterprises
- Snapware
- Sobeyes
- Society Generale
- Sofix
- SOLAE
- Soler and Palau
- Solo Cup
- Solutia
- Solvay
- Solvere
- Sonus Networks
- Sony
- Sounds True
- South East Wood Company
- Southco Manufacturing
- Southern Company
- Southern Cross Healthcare Group
- Southern Natural Gas Company
- Southsea Tours
- Southwest Airlines
- Specsavers Optical Group
- Speedline Technologies
- Speedway SuperAmerica
- Spherion
- Spotless
- Springs Window Fashions
- Sprint Nextel
- SRAM
- Ssangyong Motor Company
- SSI Technologies
- ST Aerospace
- ST Motorsports Marketing
- Stadt Zurich
- Standard Auto Parts
- Standard Motor Products
- Starbucks
- Starwood Hotels & Resorts
- State Bank of India
- State Farm Insurance
- State of Georgia
- State of Oregon
- State Street - Investor Services
- Statoil
- Steel & Pipe Supply Company
- STERIS
- Sterling Commerce
- Sterlite Industries
- Stillwater Supercomputing
- STMICROELECTRONICS
- StorageTek
- Strategic Knowledge Solutions
- Stryker
- Sud-Chemie Aktiengesellschaft
- Sumimoto
- Sumimoto Life Insurance
- Sumimoto Mitsui Financial Group
- Summit Electric Supply
- Sun International
- Sun Life Family Health Center
- Sun Metals
- Sun Microsystems
- Suncor Energy
- Sun-Rype Products
- Suntime Company
- SunTrust Banks
- SunWater
- Superb
- Superior Court of Orange County
- Sutherland Global
- Sutter Health
- Sutter Health University
- Suzuki Motor
- Svensk Exportkredit
- Swavelle/Mill Creek Fabrics
- Swedbank
- Swiss Reinsurance Company
- Swisscom
- Swissnex Boston
- Sykehuspartner
- Syncro
- SYSCO
- Systra Groupe
- Tanjong
- TAQA: Abu Dhabi National Energy Company
- Target
- Task
- TCS Corporate Services
- Technicall University
- Tej Media Networks
- Tele Norte Leste Participações
- Telecom Argentina
- Telecom Italia
- Telecom Malaysia
- Telefónica
- Telemar Norte Leste
- Telenor Key Partner
- Televisa
- TeliSonera
- Telsource Corporation
- Telstra
- TELUS
- Tenaga Nasional
- Tenaris
- Tenaska
- Tenix LADS
- Tennessee Valley Authority
- Tennis Australia
- Teradyne
- Terminix
- Terumo
- Tesco
- Tetley
- Tetra Technologies
- Teva Neuroscience
- Texas Air Composites
- Texas Instruments
- Texas Lottery Commission
- Texas Mutual Insurance Company
- Texon
- Textron
- TH Properties Sdn Bhd
- Thai Asia Polymer
- Thai Spinning Company
- Thai Union Frozen Products
- Thales

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- The AES Corporation
- The Bama Companies
- The Berquist Company
- The Boeing Company
- The British United Provident Association
- The Cato Corporation
- The Children's Hospital of Philadelphia
- The Dispatch Printing Company
- The Fifth Third Bank
- The Fuji Fire and Marine Insurance
- The Hearst Corporation
- The Institute For Transfusion Medicine
- The Joint Commission
- The Mack Group
- The Maersk Company
- The Mosaic Company
- The Pampered Chef
- The Peace Canning Company
- The Pictsweet Company
- The Port Authority of New York and New Jersey
- The Redwoods Group
- The Regence Group
- The Royal Bank Of Scotland
- The Schwan Food Company
- The Seiyu
- The Siam Commercial Bank
- The Tetley Group
- The Vanguard Group
- The Walt Disney Company
- The Warren
- The Winnipeg Art Gallery
- The World Bank Group
- Thepkincho Company
- Therakos
- Therapeutic Goods Administration
- Thermo Fisher Scientific
- Thomas Cook Group
- Thomas Steel Strip
- Thomson Reuters
- Thong Thai Textile
- Thrivent Financial for Lutherans
- ThyssenKrupp
- TIAA-CREF
- Tiffany and Co.
- Time Warner
- Times Publishing
- Timex
- Tingley Rubber
- Tipco Food Company
- Tiscali
- Titan Industries
- T-Mobile
- TNT Express
- TNT Post
- Toho Gas
- Tokio Marine Management
- Tokyo Electric Power Company
- Tokyo Gas
- Tommy Hilfiger Group
- TomTom
- Toray Industries
- Toshiba
- TOTAL
- Total Quality Logistics
- Totem Ocean Trailer Express
- Toyota
- Toys R Us
- TPV Technology
- Trabajos Marítimos
- TransCanada
- TransGlobe REIT
- Transport Trading
- Transunion
- Trayer Products
- Trex Company
- Trimo
- Trimont Real Estate Advisors
- Trovix
- True Temper Sports
- TruEconomy
- Trump Entertainment Resorts
- TRW Shanghai
- TSI
- TTI
- TUI
- TV2
- TVA
- tw telecom
- TWDC Strategic Sourcing
- TWTC
- Tyco Electronics
- Tyco Safety Product
- Tyson Foods
- U**
- U. T. M. D. Anderson Cancer Center
- U.S. Bancorp
- UAL
- UAP
- UIS Airways Group
- UK High Street Fashion
- Ultrapar Participações
- UMW
- UniCredit
- Unified Brands
- Unilever
- Union Garment Company
- Union National Bank
- Union Pattanakij
- Unisys
- United Air Lines
- United Continental Holdings
- United Fabric
- United Farmers of Alberta Cooperative
- United Health Group
- United Overseas Bank
- United Space Alliance
- United States Air Force
- United States Coast Guard
- United States Postal Service
- United Technologies Corporation
- United Textile Mills Company
- UnitedHealth
- Univar
- Universal American
- Universal Orlando Resort
- Universal Weather & Aviation
- University Health System Consortium
- University of Cambridge
- University of Maryland Medical System
- University of Oxford
- University of Queensland
- University of Stuttgart
- University of Texas, Austin
- University of Wollongong
- UNY
- UPM
- UPM-Kymmene
- UpMyStreet.com
- UPS
- US Army
- US Axle
- US Department of Agriculture
- US Department of Education
- US Department of State
- US Department of the Air Force
- US Department of Transportation
- US Department of Veterans Affairs
- US National Institute of Health
- US Navy
- US Synthetic Corporation
- USA Credit Union
- USAA
- USDA
- USI
- USPTO
- UT-Battelle
- UTC Hamilton Sundstrand
- UTStarcom
- V**
- Valcon
- Vale
- Valero Energy
- Valeurs Mobilieres Desjardins
- Value Plastics
- Vancity Credit Union

## READY TO BENCHMARK YOUR PROCESSES?

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)

- Varian's
- Vattenfall Europe
- Vectren
- Velcro
- Velsimex
- Vera Bradley Designs
- Verigy
- Verizon
- Vertex Apparel
- VERTIS
- VF Corporation
- Viacom
- ViaSat
- Victoria University
- VietNam Post and Telecommunications Group
- VIP Parts, Tires & Service
- Virgin Atlantic Airways
- Virgin Group
- Virgin Mobile
- Visa
- Vision Fitness
- Vision Technologies
- VISTEON
- Vita-Mix
- Viterra
- Vitol
- Vivendi
- Vivo Participações
- Vodafone
- Volkswagen
- Volvo
- VSP
- VTech
- Vulcan Materials
- Vurv Technology
  
- W**
- W.L. Gore & Associates
- Wachovia
- Wagner Equipment
- WAJAX
- Wal-Mart
- Warehouse Stationery
- Warner Bros. Entertainment
- Washington Mutual
- Waters Corporation
- Watson Pharmaceuticals
- Watson Wyatt
- Wausaw Paper
- Wawa
- WC Heraeus GmbH
- Webster Financial Corporation
- Weidmüller Interface GmbH & Co.
- WellPoint
- Wells Fargo
- Wenger
- WESCO Distribution
- West Pharmaceutical Services Cornwall
- West Virginia Employers Mutual
- Westar Energy
- WestEd
- Western & Southern Financial Group
- Western Container Corporation
- Westinghouse Electric Company
- Weyerhaeuser
- WG Benefits
- WGI Westman Group
- Whirlpool
- White and Case
- Whitney Information Network
- William Arthur
- William Blair & Company
- Williams Cos.
- Wilmar International
- Wilson Learning
- Wilsons Leather
- Wipro
- Wisconsin Exposition Center
- Wise Foods
- WNA American Plastic Industries
- Woolworths Transaction Processing Centre
- WorkPlace Media
- Workplace Safety and Insurance Board
- World Health Organization
- World Kitchen
- World Wide Technology
- World Wrestling Entertainment
- Worthington Industries
- Wright State Physicians
  
- X**
- XanGo
- Xcel Energy
- Xerox
  
- Y**
- Yahoo
- Yaksawa Electric
- Yamada Denki
- Yamaha
- Yang Ming Marine
- Yell Group
- Yobel SCM
- YourWay Transport
- YTL Corporation
  
- Z**
- Zamil Steel
- ZARS Pharma
- Ziff Energy Group
- Zurich Financial Services

**READY TO BENCHMARK YOUR PROCESSES?**

For more information, please contact the Open Standards Research team.  
 Phone: 800-776-9676 or +1-713-681-4020 • e-mail: [osb@apqc.org](mailto:osb@apqc.org)