

APQC Value Statements

We help organizations around the world improve productivity and quality.

APQC became a global resource for process and performance improvement based on a short but powerful set of values. These values helped APQC develop world-renown research, models, tools, frameworks, and services. And these values continue to help APQC ensure its customers thrive.

The following values guide the creation of all of APQC's services and products so that we can uncover and share the processes and practices that push organizations from good to great. Every day.

➤ **Trustworthy answers**

Customers around the globe rely on APQC research and expertise to help make smarter and faster business decisions. We earn trust by delivering quality data in a timely manner. We will always conduct unbiased research and never compromise the integrity of our data.

➤ **Lasting solutions, not quick fixes**

APQC focuses on providing long-term solutions that not only solve current problems but also anticipate future needs. We carefully identify root causes in order to develop meaningful and enduring solutions. We aim to get it done right the first time.

➤ **Fearless creativity, structured innovation**

APQC fosters creativity throughout its workplace. Coupled with a balanced structure of processes and standards, this approach to innovation helps keep our customers on the leading edge.

➤ **Individual contribution for collective achievement**

We understand that our individual contributions are part of a greater whole. We strive to lead with accountability and selflessness; working toward a common goal leads to greater success.

➤ **Continual learning, sharing, and growth**

APQC was founded on this value. We don't set a bar and leave it alone. We keep moving it higher. From an open workspace to open forums with customers, sharing ideas and knowledge is our mode of operations. We have a natural curiosity to both learn and teach that combines respect for past lessons and openness to new ones.



Make Best Practices Your PracticesSM