

# Best Practices Studies with APQC

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Getting Started



# What is a Best Practices Study?

A research project bringing together two groups of cross-industry organizations: one whose processes are considered “best practice” and those who are looking for innovative approaches to improve. Participants learn firsthand from the best-practice organizations who will share the “how” behind their success.

# How Does a Study Work?

- APQC facilitates each study, bringing its best-practice models, methods, research, and subject matter expertise to the project.
- Study participants attend a series of virtual and face-to-face meetings over a three to four month period.
- During the study, participants have a hand in shaping the scope, selecting best-practice partners, and developing data collection tools.

# Why Participate?

## ***Get real answers***

- Learn firsthand about leading-edge best practices and innovations
- Obtain access to recognized experts for guidance
- Adapt best-practices examples to transform their organization

## ***Build a network of peers***

- Collaborate with peers from a variety of industries to gain a unique perspective
- Establish a network for ongoing communication and implementation assistance

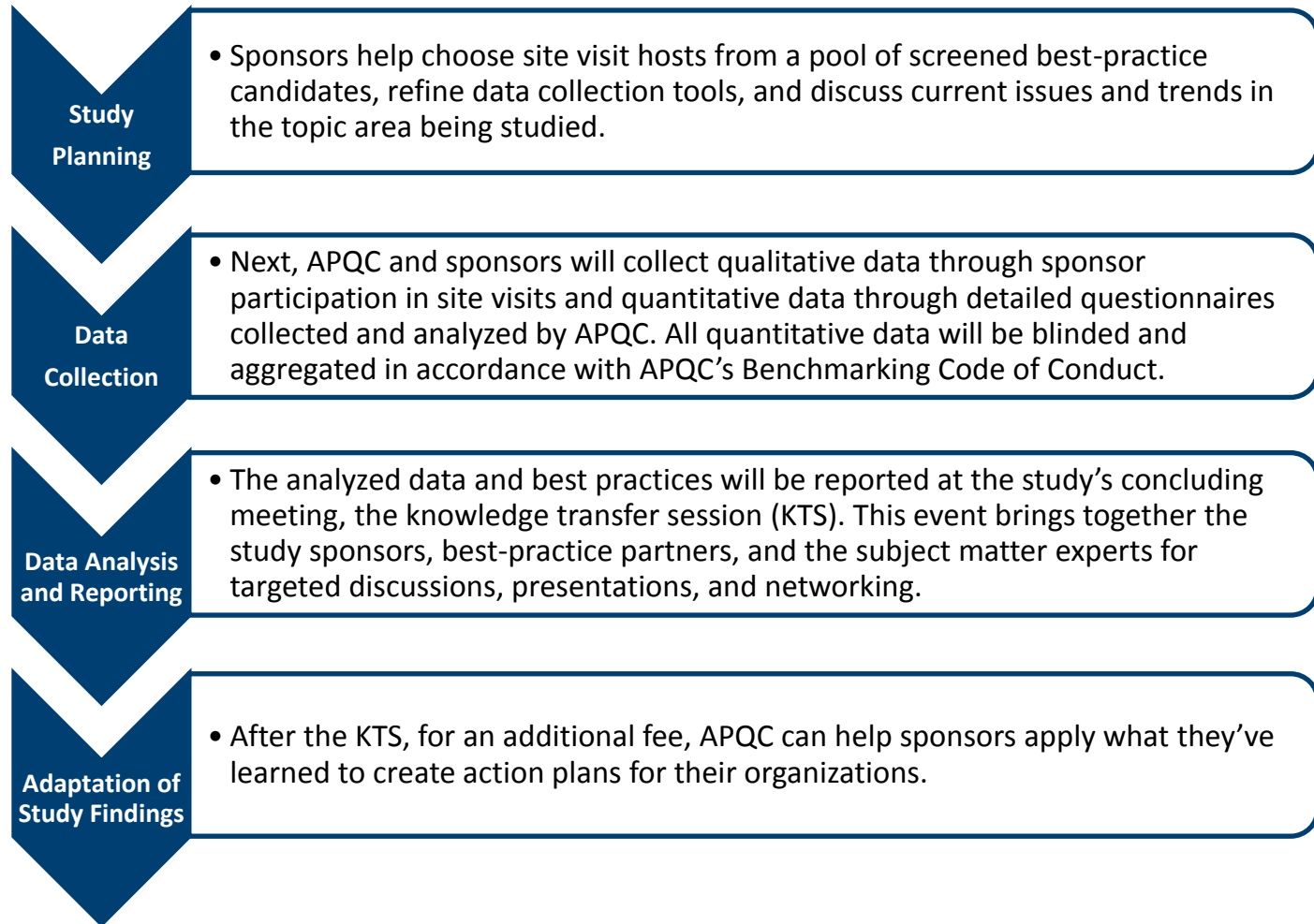
## ***Save time and money***

- Reduce the time and dollar investment required to conduct best practices research
- Get the highest standard of benchmarking results at the lowest possible cost

# If You Don't Believe Us...

- *I was amazed at the amount of give and take that occurred and how much I learned from the participants.*
  - Maureen Gervais, Pitney Bowes
- *Participating in studies has really helped us to elevate the necessity of processes and best practices across the enterprise.*
  - Mary Manser, U.S. Army
- *The participation causes us to reflect on what we do. Not only does it force us to think about what we do, and push ourselves, but it also gives us an opportunity to learn from others*
  - Bryant Clevenger and Ruth McLenaghan, IBM Global Business Services

# What's Involved in a Study?



# How Can My Organization be Involved?

## ➤ Best-Practice Partner

- Organizations identified by APQC as exhibiting exceptional performance or employing innovative approaches may be chosen to serve as partners in best practices studies.
- Partners serve as best-practice examples throughout the course of the study for organizations seeking to improve their processes.
- This honor is presented to a select group of organizations each time APQC convenes a best practices study on a particular business process or issue.

## ➤ Sponsor

- Sponsors will learn first-hand from best-practice organizations the tools and approaches needed to improve their processes.
- By attending a series of virtual and face-to-face meetings over a three- to four- month period, sponsors engage in a unique learning experience.
- Sponsors help shape the study scope, select best-practice partners, and develop data collection tools to help align the study to their organization's needs.

# What Other Organizations Have Participated?

Sample Sponsor Organizations	Sample Best-Practice Organizations
U.S. Army	IBM
Champion Technologies	Schlumberger
General Electric	Caterpillar
Shell Oil	General Mills
Northrop Grumman	Starbucks
Bush Brothers & Co.	Merck
Johnson & Johnson	Kraft Foods
Intel Corporation	UPS
World Bank	ATMI
Deer & Co.	Ford Motor Co.
NCR Corporation	Alcoa Inc.
Michelin North America	Hewlett-Packard
AARP	The Boeing Company
Harley Davidson	Cisco Systems Inc.
Rockwell Collins	Mayo Clinic



# How Much Time is This Going to Take?

- APQC’s goal is to **maximize the benefits** to partners and sponsors while **minimizing the amount of time** participants spend working on the project.
- You will get the knowledge and information you need to make major improvements in a fraction of the time and cost it would take to conduct a true, external best-practice study on your own—approximately **one-tenth of the cost of one-on-one benchmarking**.

Study Meetings	Time Commitment
Kickoff meeting	2 hours
Site visits to best-practice organizations	Face-to-face: 1 day each + travel Virtual: approx. 3 hours each
Knowledge Transfer Session (Houston)	1.5 days + travel

# What is This Going to Cost Me?

- Why does it cost what it does?
  - Secondary Research
  - Project management
  - Case study write-ups
  - Final report



## **Fact:**

On average, each APQC best practices benchmarking study takes 1000 hours to complete...the equivalent of having one fully-dedicated resource conducting benchmarking research on your organization's behalf for six months.

# Now What?

- Contact your APQC relationship manager
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- [www.apqc.org/contact-us](http://www.apqc.org/contact-us)

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