



APQC MEMBERSHIP

# The Single Source to Make Best Practices Your Practices

APQC membership connects you—and every employee in your organization—to actionable information, interactive benchmarking tools, and expertise so you can discover, understand, and implement the most effective methods for process and performance improvement.

Members have access to benchmarks, best practices, and timely content covering more than 70 process areas within finance, human capital, knowledge management, information technology, innovation, procurement, product development, and supply chain functions.

## Who Are APQC Members?

When you join APQC, you become part of a worldwide network of more than 15,000 active professionals dedicated to process and performance improvement. Our members include Global 1000 corporations, government agencies, and nonprofit organizations.

## Why Join?

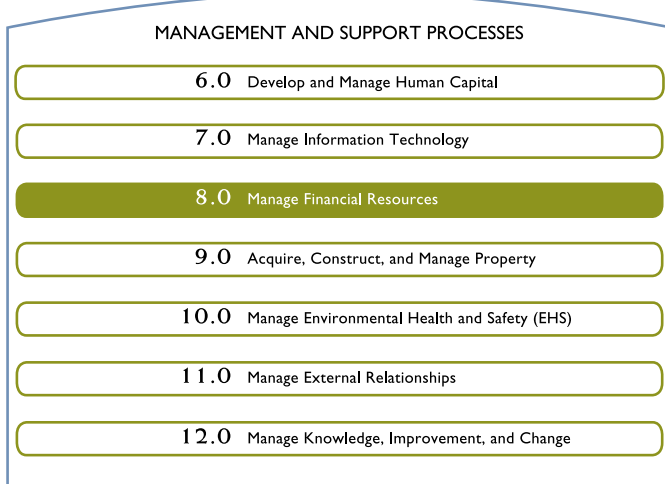
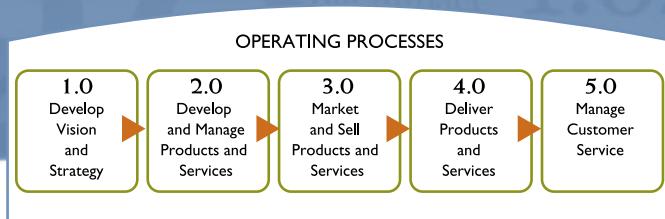
Save time and money. Solve problems. Improve performance. Put more than 30 years of best-practice research and knowledge at your fingertips, along with cutting-edge information and thought-leader expertise. Join now and use APQC to work smarter and faster today.

“ APQC has the best-practice data  
that’s not available anywhere else. ”

— Andrew Muras, BAE Systems

# Get the Answers You Need Now

Access the world's largest database of benchmarks and best practices. Just enough, just in time, and just for you: 1,200 measures, 100,000 performance metrics, and thousands of content items are at your fingertips.



Process Classification Framework<sup>SM</sup>

- 8.1 Perform planning and management accounting
- 8.2 Perform revenue accounting
- 8.3 Perform general accounting and reporting
- 8.4 Manage fixed-asset project accounting
- 8.5 Process payroll
- 8.6 Process accounts payable and expense reimbursements
- 8.7 Manage treasury operations
- 8.8 Manage internal controls
- 8.9 Manage taxes
- 8.10 Manage international funds/consolidation

## Improvement Tools, Frameworks, and Maturity Models

Start with a solid foundation to improve performance and map your progress along the way with proven frameworks and maturity models. Aligning your enterprise according to process provides visible linkages; identifies dependencies; and ensures the ability to organize, streamline, and enhance performance in a systematic way.

## Process Classification Framework<sup>SM</sup> (PCF)

Our PCF is the world's most widely used process framework, giving organizations a common language for functions, processes, and activities independent of structure.

## Knowledge Management Framework and Capability Assessment

Organizations that invest in knowledge management (KM) can realize up to a 5:1 return on the dollar. APQC's KM Framework and Capability Assessment are the tools leading firms use to quickly design, implement, and capitalize on their KM initiatives.

## Award-Winning Methodologies

Set a road map for change, make decisions, or build a business case with APQC's research. Learn how leading organizations from all major industries and geographies have addressed similar challenges with your access to more than 200 in-depth research reports and 500 case studies based on APQC's award-winning methodologies.

## Why APQC?

As a member-based nonprofit, APQC has worked since 1977 to help organizations around the world improve quality and productivity. We've conducted more than 8,500 benchmarking and best-practice studies, and have data and insights you can't get anywhere else. Improve performance with members-only resources tailored to help you make better business decisions every day.

## Self-Service Access For Everyone in Your Organization

Built on evidence-based research, our Knowledge Base is a single source of essential information to make best practices your practices. The Knowledge Base provides you and every individual within your firm with anytime, self-service access to benchmarks, best practices, case studies, and improvement tools.

# Find Out Where You Stand

Pinpoint areas for improvement; set targets; and assess cost, productivity, head count, and more. Measure and compare your performance internally and with that of peer organizations using robust online tools.

## Benchmarks on Demand

Identify your performance benchmark and peer group and go. Download benchmarks online, with no data input required. You'll instantly receive a customized benchmark report based on your selections.

## Rapid Performance Assessment

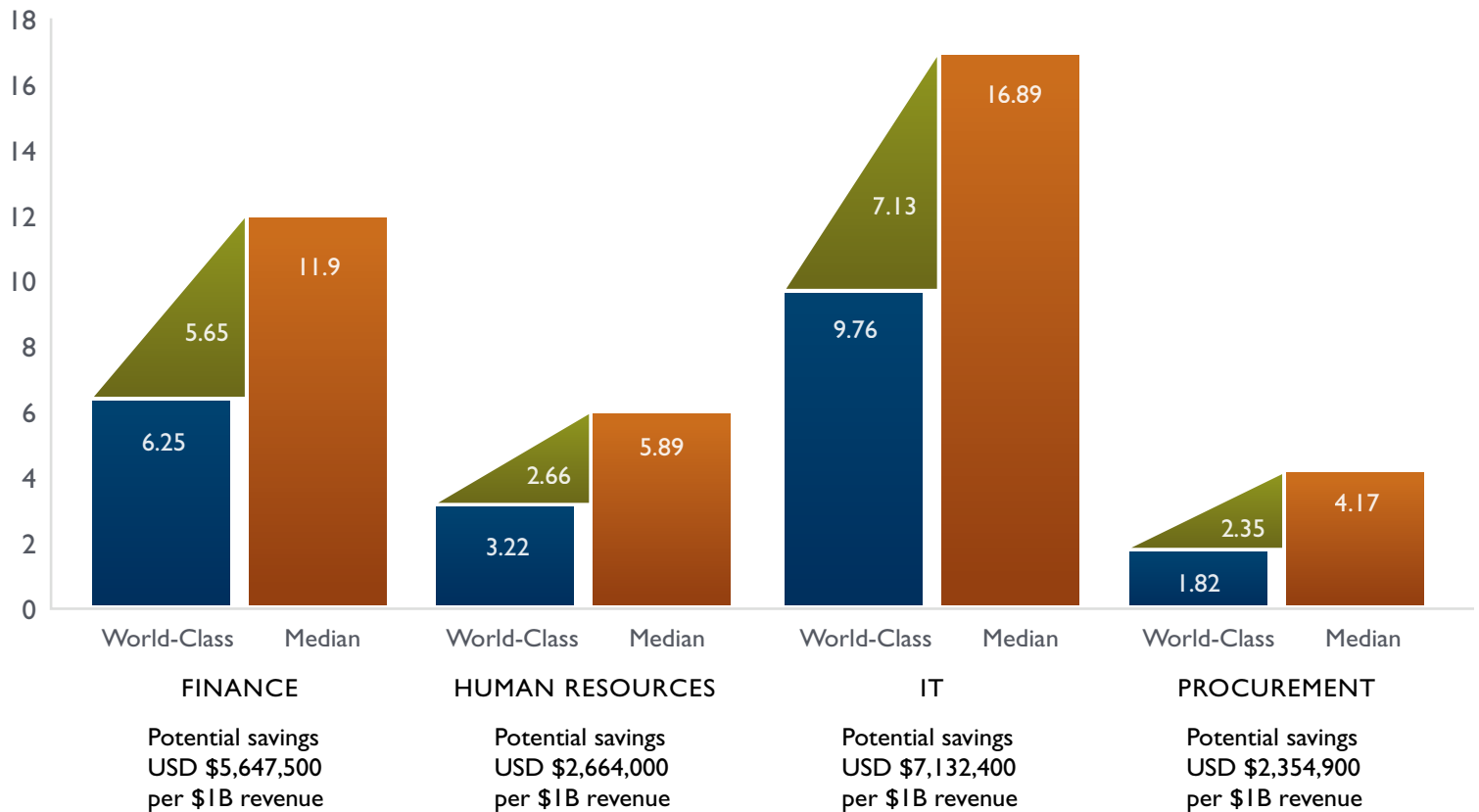
Take Benchmarks on Demand one step further. Submit your data via our fully automated online tool and within two business days you'll receive a report identifying gaps against the peer groups you define.

## Open Standards Benchmarking

With our most comprehensive option, you receive a detailed report reflecting activity-level performance against multiple peer groups. Use it to develop a road map for process improvement.

**Why benchmark? Because organizations that continually measure and assess performance—and take action to improve—get results.**

POTENTIAL COST SAVINGS IN KEY FUNCTIONAL AREAS



Metrics are provided as total cost per USD \$1,000 of the identified area. World-class reflects performance in the 25th percentile. Source: APQC Open Standards Database

# Work Smarter and Faster

Turn to trusted advisers to help you put best practices into action. Rely on subject matter experts inside APQC and throughout our worldwide member network for perspective, decision support, and expertise on a daily basis.



*Membership gives everyone in your organization unlimited access to our online Knowledge Base.*

## Best Practices

Enable adoption and implementation minus the learning curve with the more than 3,000 best—and proven—practices housed within APQC's Knowledge Base. Rigorous research methodologies and validated data support the best practices, including business drivers and lessons learned.

Members take a hands-on approach to learning best practices by participating in our ongoing research studies. Collaborate with leading organizations and peers to help shape the research focus, attend site visits, and gain immediate, actionable insights on what works and why.

## Ask Us!

Submit your improvement question, and we'll tap into our database of research and global network of experts to provide you with a personalized answer.

## Premier Networking

Learn from peers and share best practices online and in person with APQC's conferences, member meetings, and Webinars.

*Preferred pricing is available to our members on additional services, including:*

## Custom Benchmarking

Gain a competitive edge with "custom-built" benchmarks and best practices that become the foundation of improvement strategy.

## Advisory Services

Accelerate your process improvement, measurement, and knowledge management initiatives with customized, one-on-one support from subject matter experts.

“ When you're working on a project and think, 'I don't know what to do; I'm at a loss and this isn't working,' you've got a network of people you can call. It's so nice to have a lifeline. I would recommend APQC. ”

— Pat Behrens, Humana Inc.

# Get Started Today

“ My advice would be ... DO IT! I think it's been very good. Look at all the different areas where APQC has expertise and take advantage of as many of them as you can. ”

— Susan Rosenbaum, Schlumberger Limited



## Membership Made for You

An APQC membership is your gateway to proven decision support relevant to your real-world challenges.

- Financial Management
- Human Capital Management
- Knowledge Management
- Supply Chain Management

Choose the option that best fits your needs, and receive value for your investment. Every membership includes access to APQC's globally recognized process improvement, benchmarking, and business process management content.

To learn more, visit [www.apqc.org](http://www.apqc.org),  
e-mail us at [info@apqc.org](mailto:info@apqc.org),  
or call us at (800) 776-9676 or +1 (713) 681-4020.

# APQC®

Make Best Practices Your Practices<sup>SM</sup>

[www.apqc.org](http://www.apqc.org)