



APQC®
Make Best Practices Your PracticesSM

www.apqc.org

GET THE ANSWERS YOU NEED NOW

Access the world's largest online source of best practices and business drivers, benchmarks and metrics, case studies, and other unique content—the APQC Knowledge Base.

New content is added to the Knowledge Base daily as APQC harvests best practices and findings from research studies, benchmarking data collection, and work with our members.

APQC RESEARCH

BEST PRACTICES STUDIES

APQC conducts research projects to find out the “how” behind the success of best-practice organizations. Projects primarily focus on the human capital, finance, innovation, knowledge management, product development, and supply chain functions.

PROCESS PERFORMANCE BENCHMARKING

More than 18,000 data points are added to the Open Standards Benchmarking database each quarter. APQC analysts perform logical analysis and statistical validations of each submission before the data is added. Top, median, and bottom performer statistics are computed along with at least three peer group cuts for each sample.

CUSTOMER ENGAGEMENTS

Through APQC Advisory Services and Custom Benchmarking, analysts and subject matter experts work with our customers to assess where their organization is today, where they want to be, and the steps needed to get there.

DELIVERABLES

BEST PRACTICE CONTENT

BENCHMARKS & BUSINESS DRIVERS

CASE STUDIES

ONLINE KNOWLEDGE BASE

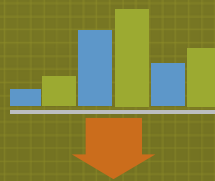
A resource included in membership, containing thousands of content items to help you make innovative and well-informed business decisions.

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.

Why benchmark? Because organizations that continually measure and assess performance—and take action to improve—get results. APQC does benchmarking better than anyone else. We have the most reliable data—validated by expert analysts—combined with practical expertise that can transform that data into solutions for your organization.

APQC offers three online benchmarking tools in the Benchmarking Portal:



BENCHMARKS ON DEMAND

No data submission required. Select measures and peer group, receive an instant metric report.



RAPID PERFORMANCE ASSESSMENT

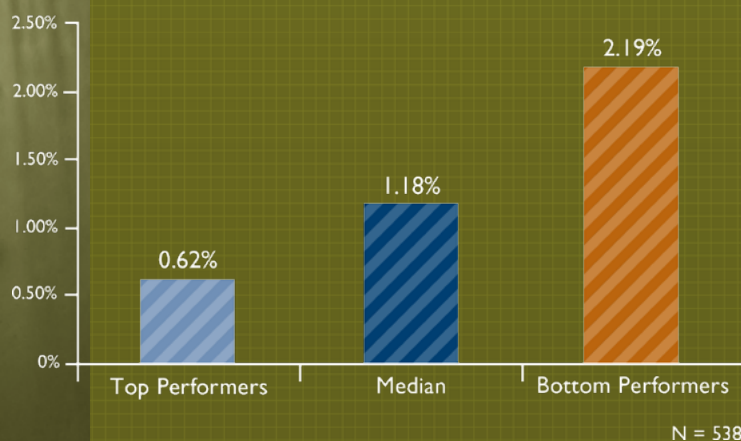
Submit organizational data into a high-level assessment, identify performance problems at the functional level.



OPEN STANDARDS BENCHMARKING

Submit organizational data into a detailed assessment, identify performance issues at the process level.

TOTAL COST TO PERFORM THE
"FINANCE FUNCTION" AS A PERCENTAGE OF REVENUE



Custom Benchmarking

Gain a competitive edge with "custom-built" benchmarks and best practices from the industries, geographies, and even companies you want.

Advisory Services

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

ACCESS PEOPLE IN THE KNOW

Turn to trusted advisors 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.

“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.”

Members Include

- Global 100 Corporations
- Government Agencies
- Non-Profit Organizations

Growing Global Membership Roster



550
Organizations
45
Industries

APQC's unparalleled list of members and experts gives you access to people in the know. If we don't have the answers, we'll connect you to people who do. Find the networking opportunities you need through our:

Peer-to-Peer Database

Connect with fellow APQC members in our expansive member database. Search by area of expertise, industry, organization, or geographic region.

Webinars

Every month, APQC hosts a number of interactive Webinars in which leading experts share insights and guide discussions on the latest findings and trends in process improvement, knowledge management, financial management, human capital management, and supply chain management.

Training and Workshops

APQC provides training designed to help you put your best intentions into practice. We provide step-by-step training and workshop facilitation in knowledge management; process management, mapping, and improvement; and benchmarking.

Conferences

APQC hosts two conferences each year. Our spring knowledge management (KM) conference has been bringing together the greatest minds in KM since 1995, and each fall, our process management conference blends practical workshops with the latest process management insights. The conferences feature breakout sessions hosted by your peers and best practices revealed in APQC research.

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 the finance, human capital, knowledge management, information technology, innovation, procurement, product development, and supply chain functions.



LARGEST DATABASE OF BENCHMARKS IN THE WORLD

Access more than 8,500 benchmarking and best-practice studies



WE UNDERSTAND MEASUREMENT AND IMPROVEMENT

Compare your processes to other organizations around the world against more than 1,500 measures in 25 assessments



ROBUST NETWORK

Join a worldwide network of more than 15,000 professionals dedicated to process and performance improvement



BUILD INTERNAL COMPETENCIES

We've trained more than 16,000 people in 36 countries

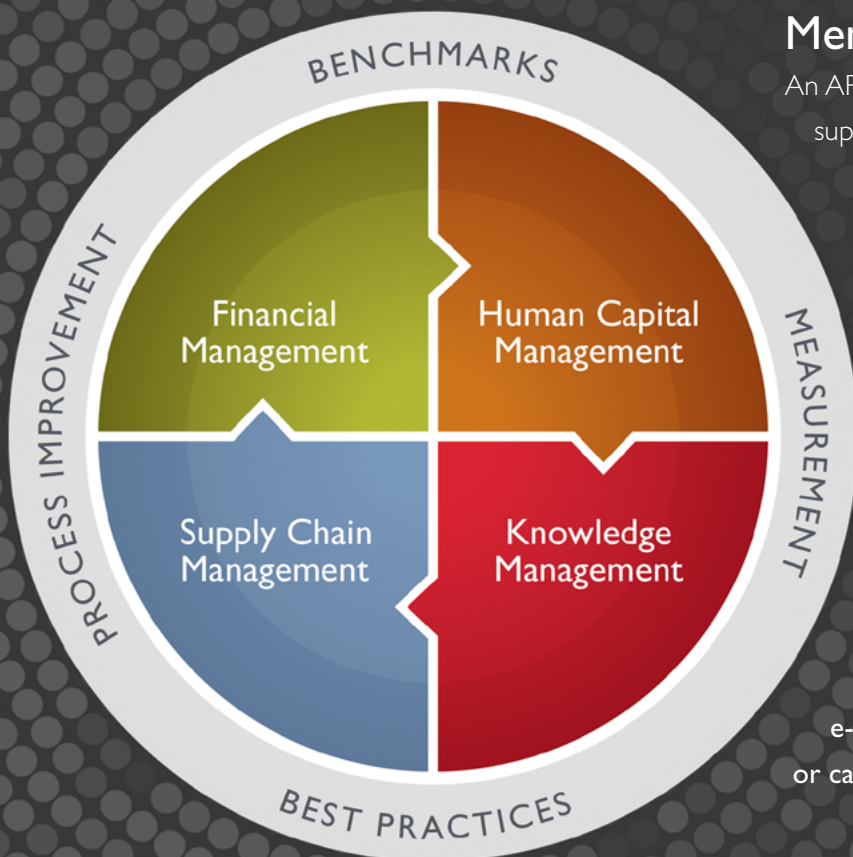
“APQC has the best-practice data that's not available anywhere else.”

—Andrew Muras, BAE Systems

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,
e-mail us at info@apqc.org,
or call us at (800) 776-9676 or +1 (713) 681-4020.



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