



# KNOWLEDGE MANAGEMENT

## APQC Membership — Your Single Source for What Works in Knowledge Management

APQC's roots in knowledge management (KM) date back to 1993, when APQC CEO Carla O'Dell helped found it as a business discipline. Our thought leadership and expertise has been instrumental in driving the practice. We offer you access to knowledge and insight to help develop an effective KM strategy, design and implement KM approaches and enablers, assess your KM program, improve your KM processes, and accurately measure results.

### DISCOVER HOW AN APQC MEMBERSHIP CAN HELP



#### LEARN FROM BEST PRACTICE RESEARCH

The APQC Knowledge Base is the world's largest source of benchmarks and best practices. Find best practices, white papers, tools, performance metrics, and presentations to help you with initiatives related to:

- ◆ Collaboration
- ◆ Communities of practice
- ◆ Content management
- ◆ Expertise location
- ◆ Knowledge retention and transfer
- ◆ Measurement
- ◆ Social media
- ◆ Strategy
- ◆ And more

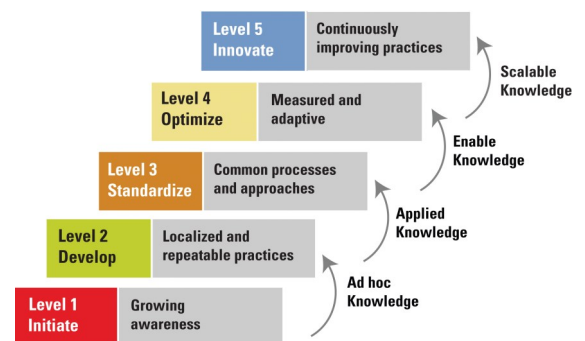
You can also find process improvement, benchmarking, and business process management content to help you develop and improve process strategy and implementation, design and apply frameworks and maturity models, improve quality performance, and establish measures and benchmarks.



#### MEASURE YOUR KM PROGRAM'S PERFORMANCE

APQC's Levels of Maturity<sup>SM</sup> and KM Capability Assessment Tool (KM CAT) can be used to evaluate your organization's competencies across four categories: strategy, people, process, and content and information technology. The KM CAT maps the current "as-is" state to:

- ◆ measure the maturity of the enablers and infrastructures employed,
- ◆ evaluate knowledge flow processes and supporting approaches,
- ◆ set an objective for improvement of business processes through the flow of knowledge,
- ◆ guide the evolution of organizational change, and
- ◆ compare or benchmark with similar efforts of other internal units or external organizations.



We also offer a shorter, mini assessment to help those that quickly need an indicator of how advanced their organization is in understanding and implementing knowledge management.

Only members have full access to the best practice and benchmarking resources provided by APQC.



## ACCELERATE INITIATIVES WITH ADVISORY SERVICES

Gleaned from years of experience working with top organizations, APQC provides the expertise needed to grow and overcome your organization's unique challenges. Our expert advisors can help fast-track your projects with one-on-one support and customized on-site training. We have helped countless organizations redesign and improve processes; implement knowledge management programs; and measure performance and progress toward goals. Members of APQC receive a 20 percent discount on advisory services.



## BENEFIT FROM A ROBUST NETWORK OF EXPERTS

Rely on subject matter experts inside APQC and throughout our worldwide member network. If we don't have the answers, we'll connect you to people who do. Find the networking opportunities you need by:

- ◆ **Accessing APQC expertise.** Take full advantage of your membership and tap into APQC's in-house knowledge management experts. Our experts publish regularly on the APQC Blog, author content found in the Knowledge Base, host webinars, and are available for one-on-one conversations when requested.
- ◆ **Collaborating with your peers.** APQC's unparalleled list of members is a global network of more than 33,000 active professionals who are leveraging membership for perspective, decision support, and expertise on a daily basis. Find new contacts via our online peer networking database available to members only.
- ◆ **Participating in webinars.** Join APQC's experts as well as guest facilitators as they discuss hot topics in knowledge management. The monthly, one-hour community calls are interactive—inviting participants to come with questions and their personal experiences to share.
- ◆ **Learning from the best.** APQC offers several knowledge management training workshops, along with an Annual Knowledge Management Conference. Both are targeted to practitioners and created to help you improve as soon as you return to the office.

“By using the Knowledge Base and the contacts I had through APQC, I was able to get benchmarking data quickly—reliable data—that I could take back to vice presidents and say, ‘This is what other companies are doing and here are some examples’.... It saved us a ton of research time.”

— Phil White, Rockwell Collins, Inc.

