



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. Membership offers you—and every employee in your organization—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 access APQC’s 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 MaturitySM 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.

*APQC members have full access to the resources provided by APQC. We don’t provide unlimited access to metrics for professional services companies, but we do offer customized licensing packages of metrics. Please contact APQC for more information.



ACCESS CRITICAL BENCHMARKS AND MEASURE PERFORMANCE

APQC's online Benchmarking Portal gives you the option to view the benchmarking data you need right when you need it or submit data about your organization to compare your organization's process performance to others. We have the world's largest benchmarking database with over 175 IT measures and over 55,896 metrics to help you target specific areas for improvement.

Tools available in the portal:



*BENCHMARKS ON DEMAND

Immediate access to the IT benchmarks of your choice



RAPID PERFORMANCE ASSESSMENT

High-level assessments to see how you compare in key IT areas



OPEN STANDARDS BENCHMARKING

Detailed IT assessments to find out how you compare at the process level



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.

“With an APQC membership, you don't have to reinvent the wheel; instead, you can learn from others' investments in the subject; saving money in the process.”

— Joseph Cloonan, Airbus

