Helping organizations worldwide work smarter, faster, and with greater confidence.

GOVERNMENT & MILITARY

HEALTHCARE

ENERGY & UTILITIES

INDUSTRIES

45+

OIL & GAS

APQC®

www.apqc.org

550+ member organizations worldwide in 45 industries

Worldwide network of more than **150,000** professionals dedicated to process and performance improvement

20+ years Leading knowledge management authority since 1995

Online knowledge base of research-based best practices

The world's most widely-used process framework

Largest set of benchmark data **1,000,000+** data points

Validated, neutral, trusted data

Unparalleled expertise

Proven, trusted decision support for your business challenges

APQC helps organizations work smarter, faster, and with greater confidence by providing proven decision support relevant to real-world challenges. We are the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC membership connects you—and every employee in your organization—with access to research-based best practices, benchmark data and tools to support benchmarking activities, a worldwide network, and unparalleled expertise.

Why do people and organizations turn to APQC?

We have already done the research for you. You don't have to reinvent the wheel to solve business process and performance problems. Our members use APQC resources to assess performance, validate positions, fix problems, and develop professionally. As a member-based nonprofit, members and clients look to APQC to provide validated, neutral, third-party research and data.

- ANALYTICS
- FINANCE
- HUMAN CAPITAL
- KNOWLEDGE MANAGEMENT
- PROCESS & PERFORMANCE MANAGEMENT
- SUPPLY CHAIN

"APQC is the most comprehensive source of best practices and research to develop tools and methodologies that improve the productivity and quality of an organization."

Nathalie de Preux | Bombardier Aerospace

What members are saying

"APQC is literally the first place I have seen that really puts everything in one place, and gives you an idea of what other companies are doing. It has saved me a significant amount of time in doing research."

Senior Knowledge Champion
McKesson

"Membership resources help increase our speed and also prevent potential failures because we know what other companies have tried and what didn't work for them."

Business Requirement Manager
Cemex

"We know that what we are reading in the Knowledge Base has been benchmarked, checked, and revised."

Knowledge Management Advisor
Bombardier

"APQC is our go-to source for all things process related."

Global Process Governance
Willis Towers Watson

FREEDOM to dream. COURAGE to act.
C. Jackson Grayson
Founder, APQC

Diagnose problems of any size, and understand the next steps to solve them

Whether best practice or performance benchmarking, APQC is the world's leading authority in providing benchmark data and benchmarking tools to support your efforts. Members have access to resources covering more than 70 process areas down to the activity level that include both qualitative topics—strategic alignment, governance, process management, measurement, and change management—as well as quantitative performance data such as cost, cycle time, productivity, and efficiency.

ACCESS TO PROVEN BEST PRACTICES
The Knowledge Base

WWW.APQC.ORG/KB

APQC's Knowledge Base is an online source of best practices and business drivers, case studies, tools, and templates to help you make well-informed business decisions. Content is based on validated data and primary research by subject matter experts and analysts.

PERFORMANCE BENCHMARKING
The Benchmarking Portal

WWW.APQC.ORG/BP

APQC provides the world's only platform to benchmark business processes that is governed by a common set of standards to ensure "*like*" comparisons and a guarantee of confidentiality and data integrity. APQC's Open Standards Benchmarking®(OSB) repository contains more than 1,000,000 data points for more than 2,000 measures.

The OSB platform is accessed through the members-only online Benchmarking Portal, which houses three tools: Benchmarks on Demand* providing specific measure selection for instant peer group comparison, Rapid Performance Assessments for performance against key performance indicators, and comprehensive OSB assessments which include data validation and a full report.

The Benchmarks on Demand tool is not available to Professional service/Consulting firm members. Licensing options are available for access to benchmark data.

Improve business agility and operational performance

First-rate process management enables agility and performance excellence. APQC's process and performance management resources arm you with the tools, techniques, and strategies to help you reach your performance goals. Our expertise in this area includes benchmarking, process management, continuous improvement, change management, project management, measurement, and quality.

Two tools available to APQC members to support process and performance management initiatives, in addition to the benchmarking tools in the online Benchmarking Portal, include the Process Classification Framework® (PCF) and MosaiQ™. Members use these to:

» identify and prioritize improvement efforts,

» define and communicate accountability for business processes that need to be improved,

» benchmark internally and with other organizations,

» align IT rollouts and updates for similar processes across the organization,

» establish a structure for measuring performance,

» understand dependencies and inter-connections across/between processes, and

» consolidate enterprise content and knowledge.

68% of organizations use benchmarking to help identify process improvement opportunities.

Source: *Process Improvement: The Value of Benchmarking*

APQC'S PROCESS CLASSIFICATION FRAMEWORK®

A cornerstone of APQC and successful organizations around the world, APQC's Process Classification Framework (PCF) creates a common language for organizations to communicate and define work processes. Organizations use the PCF as the basis for their organizational design and process definitions as well as to support benchmarking, manage content, and perform other important process management activities.

85% of organizations use APQC's PCF® to help them in the early stage of their process journey: discovering, defining, and mapping their processes.

Source: *Putting the PCF into Action: Driving Process Management Excellence*

WWW.APQC.ORG/PCF

MOSAIQ™

A cloud-based solution designed to simplify business process management for organizations of all sizes, MosaiQ enables you to measure and manage your business processes, and learn best practices to improve. Create custom frameworks that scale and mature as your business evolves, and create a common language around your processes so you can move past defining what the business does in to how the work is done.

Manage
cross-functional
processes

Establish
a performance
management
dashboard

Create
an environment
to solve process
problems

Leverage knowledge—your organization's largest asset

APQC is the leading source for innovative thinking and the latest research in knowledge management (KM). Whether you are just starting on the journey to excellence in KM or want to learn from organizations that have mastered it, APQC offers you access to a wide range of trusted information and tools. An APQC membership provides resources 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.

Our thought leadership and expertise has been instrumental in driving knowledge management as a vital business practice, with roots dating back to 1993 when APQC CEO Carla O'Dell helped found it as a business discipline.

WE KNOW WHAT WORKS IN KM

We have helped hundreds of companies with KM strategy and implementation by providing knowledge and insight. Our frameworks and best practices stem from both in-depth research and client interactions. APQC has the world's most authoritative collection of KM resources including research, advisers, implementation guides, and tools for every step of building and sustaining a thriving KM program. In addition, APQC acts as a hub for a worldwide community of KM professionals through web events, conferences, and research and working groups.

Measure and evaluate your knowledge management processes

APQC's renowned KM Capability Assessment Tool (KM CAT) offers a rigorous way to measure and evaluate your organization's KM approaches, processes, and tools. Based on our five-step maturity model, we can identify the maturity level of your organization's KM program and assess levels of competency and opportunities to move from immature, inconsistent activities to disciplined ones that support your organization's business imperatives.

With the KM CAT, you can identify the maturity level that best characterizes your organization's KM program and get suggestions on how to advance to the next level.

4x Organizations whose leaders incorporate knowledge management in the broader business strategy are 4x more likely to leverage knowledge for competitive advantage.

Source: *Accelerators of Knowledge Management Maturity*

We literally wrote the book on knowledge management

10x
Won the Americas Most Admired Knowledge Enterprise (MAKE) award

3x
Won the Global MAKE award

5x
Won KMWorld's 100 Companies that Matter in Knowledge Management
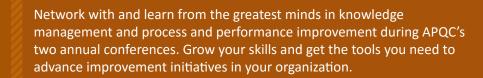
APQC

DEVELOP PROFESSIONALLY
Choose from a number of interactive webinars hosted monthly in which leading experts share insights and guide discussions on topics vital to business success.

GET TRAINING
Build your in-house competencies with step-by-step training and workshop facilitation. Training is designed to help your organization put its best intentions into practice.

LEARN AND SHARE
Network with and learn from the greatest minds in knowledge management and process and performance improvement during APQC's two annual conferences. Grow your skills and get the tools you need to advance improvement initiatives in your organization.
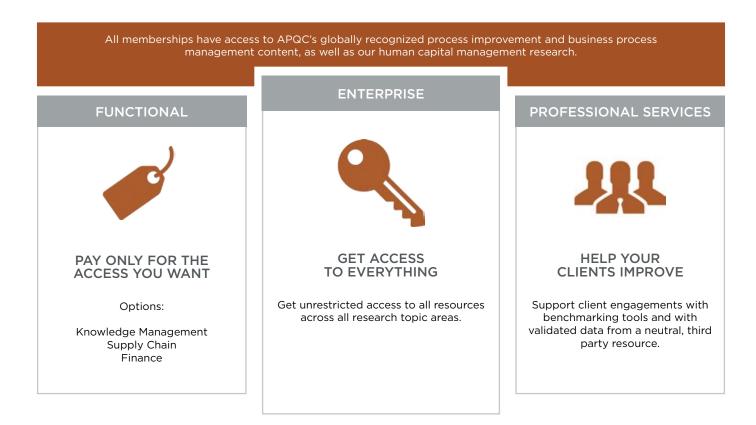
ASK US
Request a custom search of APQC's Knowledge Base tailored to your specific need, and you will receive a personally curated list of resources within 2-3 business days. A members-only service included in your membership.

CONNECT WITH PEERS
Connect with fellow APQC members in our expansive database. Search by area of expertise, title, organization, or geographic region.

An APQC membership is the gateway to resources that make best practices come to life

Membership provides you—and every employee in your organization—access to resources, knowledge, benchmark data, and benchmarking tools across APQC's core functional areas. We offer several membership types to best suit organizations' needs. We also offer a professional services firm membership that helps your firm develop solutions for clients, and support your recommendations with validated data from a neutral, third-party resource.

All memberships have access to APQC's globally recognized process improvement and business process management content, as well as our human capital management research.

FUNCTIONAL

PAY ONLY FOR THE ACCESS YOU WANT

Options:

Knowledge Management
Supply Chain
Finance

ENTERPRISE

GET ACCESS TO EVERYTHING

Get unrestricted access to all resources across all research topic areas.

PROFESSIONAL SERVICES

HELP YOUR CLIENTS IMPROVE

Support client engagements with benchmarking tools and with validated data from a neutral, third party resource.

APQC

Make Best Practices Your Practices