

IMPROVING ACCOUNTS PAYABLE BENCHMARKING AND PROCESSES

Study Overview

PROJECT OVERVIEW AND SCOPE

APQC has an [ongoing Open Standards Benchmarking® data collection in accounts payable and expense reimbursement](#) with more than 2,000 submissions collected to-date. This metrics data collection effort gathers in-depth metrics (cost, productivity, effectiveness/effectiveness, and cycle time) as well as practices data for accounts payable. APQC plans to supplement this data collection with additional primary, qualitative, case study research to further understand the drivers of performance and best practices in accounts payable and gather examples, tools, and templates that organizations can use to help improve their accounts payable functions.

TARGET AUDIENCE JOB TITLES

- ◆ VP or Director Finance
- ◆ Accounts Payable practitioners
- ◆ Direct reports to the CFO
- ◆ Controller

RESEARCH QUESTIONS

- ◆ What are the drivers of top performance (cost, productivity, cycle time, efficiency/effectiveness, and quality) in accounts payable, including:
 - Strategy and structure
 - Roles, accountabilities, and talent management practices (including any new skills and competencies required of finance professionals working in this area)
 - Key processes and practices
 - Technology/automation (including the impact of robotic process optimization, artificial intelligence, and digitalization in AP)
 - Measurement and communication
- ◆ What lessons learned and advice would they offer to other organizations to help them improve their performance?
- ◆ What is on the future horizon for organizations in accounts payable?

RESEARCH METHODS

- ◆ Analysis of APQC's Open Standards Benchmarking data collection in accounts payable
- ◆ Case study data collection (3 to 5 case studies) from industry practitioners

KEY DELIVERABLES

- ◆ Final report of the results
- ◆ Case studies (3 to 5), including best practices/key findings
- ◆ Potential derivative (blinded) tools, templates, and/or examples that derive from the case study and secondary research (examples could include process maps/flow diagrams for AP and other key FM projects)
- ◆ Webinar/Slides to report the results
- ◆ Infographic(s)

For more information, contact Cathy Hill at chill@apqc.org or +1-713-685-4652.

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.