

APQC MEMBER PROFILE:

MCKESSON CORPORATION

Using the wealth of best practice information available through its APQC membership, McKesson’s knowledge management (KM) team is expanding its KM program to keep pace with the knowledge needs of a changing workforce.

Member Since:	2010
Industry:	Pharmaceutical
Focus:	Knowledge Management
Employees:	76,000
Headquarters:	San Francisco, California

We asked Albert Myles, McKesson’s senior knowledge champion, customer services and operations knowledge management, what he finds most valuable about APQC membership.

WHAT TOOLS, EXPERTISE, SERVICES, OR INFORMATION DO YOU USE MOST?

Myles: The APQC webinars have really opened my eyes. We were in a little bubble, and our KM system overall had become very dial tone. It’s just been there, in the background. The webinars have given me the courage to break open that bubble. We have lots of challenges we have to face. The medical technology industry is at a crossroads, and we have to understand what we know as a company. We need to start doing more. It’s motivating and encouraging, and it has become my mission to really start to educate the entire company.

HOW DOES APQC MEMBERSHIP HELP YOU WORK SMARTER, FASTER, AND WITH MORE CONFIDENCE?

Myles: If you go to the Internet and look for KM resources, it’s so hard to navigate everything that’s out there. Things that pop up are places trying to sell you certifications, or that have their own agenda. APQC has been 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. When I need to find answers, I don’t need to go through Google and comb through everything. I trust that APQC has vetted this information. I’m not seeing someone’s term paper. I can explore different things, learn things outside our comfort zone, and gain diverse perspective.

HOW WOULD YOU JUSTIFY YOUR APQC MEMBERSHIP TO SOMEONE?

Myles: APQC has helped me learn about best practices at other companies. In webinars and my research in the APQC Knowledge Base, I’ve seen other companies measuring and doing things differently, and it makes me question why we have been stuck on our simple methodology. I’m now working on a new framework to start using different types of KM models, depending on the type of team. APQC has given me the courage to really think outside the KM box that was created here 10 years ago. To me, being able to move forward is worth the price of membership.

To learn more about how APQC resources have helped McKesson’s KM team work smarter, faster, and with more confidence, read the complete case study.