

APQC MEMBER PROFILE:

CORPORACION MULTI INVERSIONES (CMI)

Corporación Multi Inversiones (CMI) is a multinational agro-industrial corporation based in Guatemala. CMI currently comprises over 300 companies and now accounts for more than 30,000 employees, operating in 14 countries within seven business units generating investment, employment and development. CMI works to create a sustainable impact in the communities they operate in, offering excellence and quality in their products and services.

Member Since:	2016
Industry:	Consumer Products/Packaged Goods
Focus:	Process & Performance Management
Employees:	> 30,000
Headquarters:	Guatemala

We asked CMI's Andres Lopez, value management coordinator, what he finds most valuable about APQC membership.

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

We use APQC's Process Classification Framework (PCF)[®] as our main taxonomy for the processes that we define. It helps our organization map our processes, standardize our language, and identify the pain points in our processes.

We are migrating to end-to-end processes and have used APQC's Knowledge Base information to build best practices. Access to APQC's benchmarking resources has been vital to define CMI's key performance indicators (KPIs) and identify benchmarks in our end-to-end processes vision.

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

We utilize our APQC membership to obtain world class benchmarks that help us calculate the value of a project and build the business case. The Knowledge Base has been very useful to understand what other companies are doing and what could be the correct approach and direction in our company.