

APQC MEMBER PROFILE:

# SCHLUMBERGER LIMITED

The world’s leading oilfield services company, Schlumberger (SLB) uses best practices and process and performance management (PPM) to set the pace for its industry. Continuously seeking to improve efficiency and performance, SLB’s finance organization relies on PPM resources from the global process management leader: APQC.

Member Since:	2009
Industry:	Petroleum/Oil/Gas
Focus:	Process/Performance Management
Employees:	113,000
Headquarters:	Paris, Houston, London, The Hague

***We asked Yannick Kounga, M.B.A., Finance Risks Controller at Schlumberger Technologies, what he finds most valuable about APQC membership.***

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

APQC provides us with reliable data on the industry best practices. The resource we use most frequently is the [APQC Benchmarking Portal](#). I also keep up with overall trends, financial management content, and survey results. Plus, APQC’s webinars are valuable and include topics that are a great learning tool.

The [APQC Process Classification Framework](#)® (PCF) is helpful for organizations to build a successful process structure. I began my current project as business process manager for inventory, and at that time, we were having issues identifying the right business sub-process for inventory and product costing. I asked our integrator if they had an industry standard we could leverage. They shared their framework with me, but it did not satisfy my requirements. That went on until one consultant provided a version of the PCF, which was exactly what I needed. I was impressed.

## HOW DO YOU DESCRIBE APQC WITHIN YOUR ORGANIZATION?

APQC is a research organization with structured data. APQC’s data is trustworthy and relevant. It helps me make informed business decisions, which is critical as an M.B.A.

## HOW WOULD YOU JUSTIFY YOUR APQC MEMBERSHIP TO SOMEONE?

Our first value at Schlumberger is “people.” SLB hires the best, trains us well, and gives our team the right tools to excel in any environment. APQC’s membership is a valuable tool helping executives at our organization make effective management decisions.