

APQC'S MOSAIQ

**MOSAIQ<sup>®</sup>**  
**USE CASES**

[WWW.APQC.ORG/MOSAIQ](http://WWW.APQC.ORG/MOSAIQ)

# DESIGNED WITH YOU IN MIND

MosaiQ was designed by the process experts of APQC with seven core user groups in mind.

Chances are, you fit in to one of them!



# 01



## CENTRALIZED PROCESS FUNCTION

This MosaiQ user is a process architect in a business excellence department of an organization with a centralized process management function. MosaiQ will help this person reduce process definition redundancy by fostering re-use of a centralized approved process framework, supporting a common business process language across the organization, and reducing the time it takes to solve process problems throughout the organization.



# DECENTRALIZED PROCESS FUNCTION

This business owner works for an organization with a decentralized process effort, but needs a way to easily share process across the enterprise. MosaiQ integrates APQC's Process Classification Framework (PCF)®, a process framework that eliminates redundancies in process models by consistently defining processes across an entire organization. MosaiQ's collaboration functionality and the PCF's comprehensive scope help this person effectively work on their portion of the business processes with individuals company-wide, and in turn, make everyone's job easier, without the concern of inconsistent model elements across functions.

02

# BREAKING THROUGH PROCESS SILOS

# 03

This person works in a functional part of a very large organization. The overall organization employs many process architects and fails to successfully document and manage processes across organizational boundaries, but successfully manages high-level processes across the entire organization. Simply said, this individual works in a process silo and needs a tool like MosaiQ and APQC's Process Classification Framework (PCF)® to break down silo walls. With this new perspective, this person is integrating with strategic process management, reusing common process definitions, collaborating with others, saving effort, and producing compliant work that integrates with the work of others the first time.



# 04



## PROFESSIONAL SERVICES FIRM

This person works for a professional services firm and models and implements new business processes for their clients. Using MosaiQ, the consultant designs a reusable process framework collaboratively with their client in a matter of hours, not days. The resulting MosaiQ-based process framework remains long after the engagement ends as a regularly-referenced process management resource for the client, leading to add-on work in different areas of the business as the speed and ease of use of the underlying process framework spreads throughout the enterprise. MosaiQ brings results to clients faster and more efficiently than with traditional documents, spreadsheets, and process models.

# CREATING PROCESS MANAGEMENT TOOL SYNERGY

This process owner already has a process modeling tool that their organization has implemented and adopted. This person will use MosaiQ in addition to their existing tool as a system of record for process definitions.





# USING A DASHBOARD TO ALIGN STRATEGIC GOALS

This person needs an environment where they can collaborate internally with the organization's executive team to create company goals for the next year. MosaiQ streamlines access to industry benchmarks and facilitates collaboration with integrated document management saving both time and money.

# 06



# CUSTOMIZING A PROCESS FRAMEWORK

This person's organization is about to embark on a brand new process journey and set up a process architecture function. They have decided to implement APQC's Process Classification Framework (PCF) ®, but like many others, they would like to customize it to make it fit the organization perfectly. MosaiQ provides a user-friendly environment in which this person creates a custom framework to fit the organization's needs. MosaiQ's collaboration features keep the communication flowing and reduce the time it takes to get to the right process definition.



# 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](http://www.apqc.org), and learn how you can make best practices your practices.