

APQC'S PROCESS CLASSIFICATION FRAMEWORK® CREATES BUSINESS VALUE

APQC's Process Classification Framework (PCF)® is a list of processes that organizations use to define work processes comprehensively and without redundancies. Beyond being just a list, the PCF serves as a tool to support:



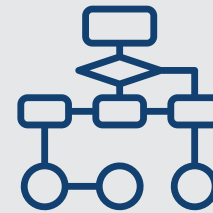
BENCHMARKING

Use clear definitions to compare performance across your organization or your peers.



CONTENT MANAGEMENT

Organize content so people can find what they need and work together.



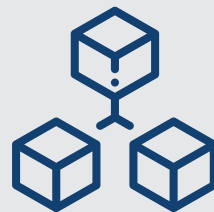
PROCESS DEFINITION AND MANAGEMENT

Standardize processes and identify improvement opportunities.



COMMUNICATION

Provide a common language for what work is accomplished in the organization.



INTERDEPENDENCIES

Understand the dependencies and interconnections across and between processes.



PERFORMANCE MEASUREMENT

Establish a process-based structure for measuring and managing performance.



85%

of organizations use the PCF® to help them **discover, define, and map their processes.**



Learn more and download your own PCF at www.apqc.org/pcf

FIND THE PCF THAT'S RIGHT FOR YOUR ORGANIZATION

In addition to the broader, cross-industry PCF, APQC provides organizations with industry-specific frameworks tailored to the unique needs of different industries.

HERE ARE THE FRAMEWORKS AVAILABLE ON APQC'S WEBSITE:

- Aerospace and Defense
- Airline
- Automotive
- Banking
- Broadcasting
- City Government
- Consumer Electronics
- Consumer Products
- Downstream Petroleum
- Education
- Healthcare
- Insurance
- Life Sciences
- Property and Casualty Insurance
- Retail
- Telecommunications
- Upstream Petroleum
- Utilities



Download the industry-specific PCFs at www.apqc.org/industry-pcfs

LEARN FROM YOUR PEERS

Connect with other companies using the PCF and learn from their experience how to improve your PCF use. Join the PCF Community on LinkedIn!



Search for
**APQC - Process Classification
Framework Community**

CUSTOMIZE YOUR FRAMEWORK

Whether you are brand new to process frameworks, or you've been using them for years, you'll want to start using MosaiQ® to customize one for your organization! Available at no additional charge to APQC members.



Get started today at
www.apqc.org/mosaiQ