

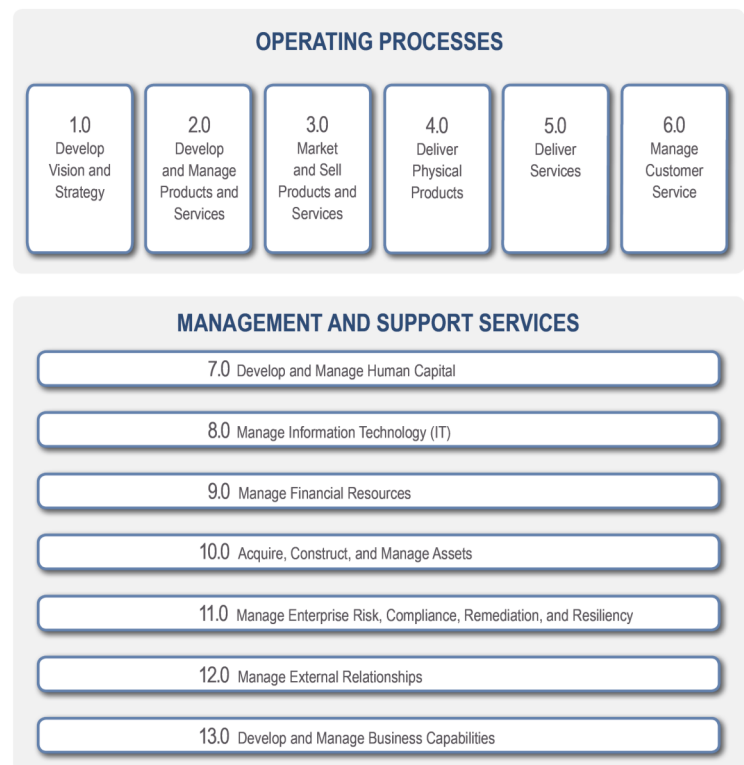
APQC'S PROCESS CLASSIFICATION FRAMEWORK®

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, manage content, and perform other important process management activities.

APQC's PCF is the most widely used process framework in the world with over 300K downloads since 2010.

Organizations use the PCF to:

- ◆ identify and prioritize improvement efforts,
- ◆ define and communicate accountability for business processes that need to be improved,
- ◆ benchmark internally and with other organizations,
- ◆ align IT rollouts and updates for similar processes across the organization,
- ◆ establish structure for measuring performance,
- ◆ understand dependencies and inter-connections across/between processes, and
- ◆ consolidate enterprise content and knowledge.



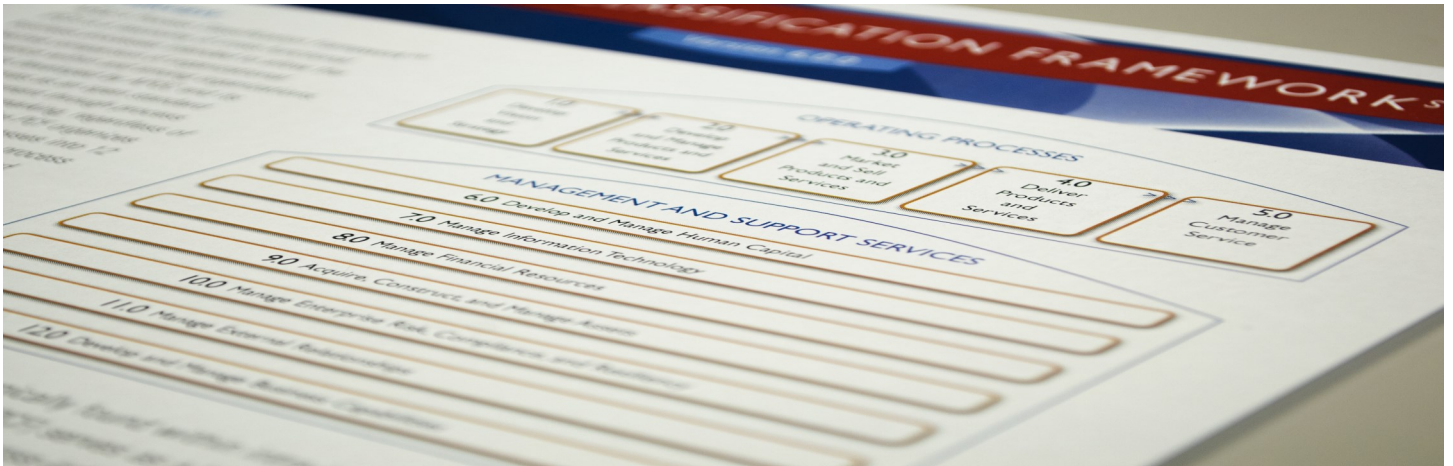
NEW EXCEL VERSIONS

APQC now offers Excel versions of all PCFs. These versions will help you:

- ◆ accelerate the integration of the PCF into your systems, tools, and processes,
- ◆ quickly understand the scope of process elements with integrated definitions,
- ◆ identify performance assessment opportunities available through APQC's Open Standards Benchmarking®, and
- ◆ compare the most recent version of the PCF to its previous version.

Download the cross-industry and all industry-specific PCFs at www.apqc.org/pcf.

APQC'S PROCESS CLASSIFICATION FRAMEWORK®



CURRENT LIST OF THE AVAILABLE PCFS:

- ◆ Cross-Industry
- ◆ 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 all of the industry-specific PCFs at www.apqc.org/industry-pcfs.

If you have any questions about how to apply the PCF in your organization, please contact: John Tesmer, APQC's Director of Open Standards Benchmarking at jtesmer@apqc.org or at 713-685-4678.



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.