

APQC RESEARCH AGENDA—2018

CURRENT RESEARCH

Financial Management

- ◆ Improving Accounts Payable Benchmarks and Processes
- ◆ Improving Accounts Receivable Benchmarks and Processes
- ◆ Financial Shared Services: Getting Smarter

Human Capital Management

- ◆ Closing Skills Gaps: The Latest Employee Development Benchmarks and Best Practices
- ◆ A Look Inside the Practices of Leading HR Shared Services Organizations

Knowledge Management

- ◆ Knowledge Management Toolkits
- ◆ Knowledge Mapping in Action
- ◆ The Impact of AI and Advanced Technology on KM

Process and Performance Management

- ◆ Key Considerations for Process Automation
- ◆ 2018 Process and Performance Management Priorities
- ◆ Energy & Utility Project Management Offices

Supply Chain Management

- ◆ Understanding Procurement Benchmarks and Best Practices
- ◆ Improving Logistics Benchmarks and Processes

UPCOMING RESEARCH

Financial Management

- ◆ Understanding Customer Credit and Invoicing Benchmarks
- ◆ Building a Best-in-Class Finance Function 2018

Human Capital Management

- ◆ Motivating Employees to Make Lasting Change
- ◆ Making the Digital Workforce Transition

Knowledge Management

- ◆ The Evolution of Expertise Location
- ◆ Pioneering New Content Management Practices

Process and Performance Management

- ◆ Uncovering the Operations KPIs that Matter Most
- ◆ Changing Face of Process Management
- ◆ Performance Management in the Digital Age

Supply Chain Management

- ◆ Improving Product Design and Development Processes in an Intelligent World
- ◆ Improving the Flow of Knowledge Across the Supply Chain