APQC RESEARCH AGENDA—2018

CURRENT RESEARCH

Financial Management
- Improving Accounts Payable Benchmarks and Processes
- Improving Accounts Receivable Benchmarks and Processes
- Building a Best-in-Class Finance Function

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
- Culture Wars: How to Win Over Skeptics and Get People Engaged in KM
- Knowledge Mapping in Action
- The Impact of AI and Advanced Technology on KM

Process and Performance Management
- Key Considerations for Process Automation
- Process and Performance Management Gap Assessments
- Energy & Utility Project Management Offices

Supply Chain Management
- Understanding Procurement Benchmarks and Best Practices
- Improving Logistics Benchmarks and Processes

UPCOMING RESEARCH

Financial Management
- Preparing for Tomorrow's Planning and Forecasting Processes
- 2019 FM Priorities and Trends Survey

Human Capital Management
- Engaging and Retaining Business Critical Talent—Beyond Compensation
- Making the Digital Workforce Transition

Knowledge Management
- Knowledge Transfer and Peer Learning Techniques
- 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