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
- Financial Planning and Analysis

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