APQC's Benchmarking Portal: A User's Guide for Industry Members

Getting started

APQC members must be registered with APQC and logged into the website to access the tools in the Benchmarking Portal. To create an account, visit www.apqc.org/register.

Once logged in, you can find the Portal from the APQC homepage or go to www.apqc.org/bp.
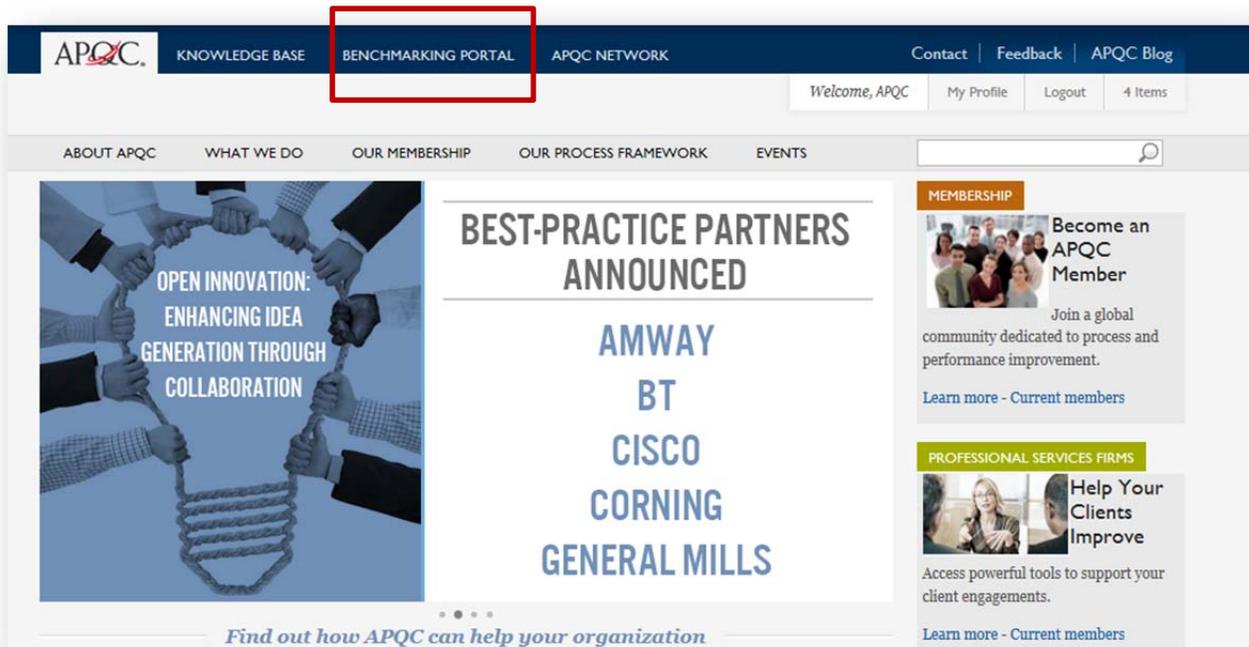
Choose the right tool

From the Portal landing page, you have three options.

To help you choose the right tool, visit the Learn More page for descriptions, levels of effort, turnaround times, and outputs for each.

Please note: The Benchmark on Demand tool is not available to Professional Service/Consulting firm members. For access to benchmarks and data, please contact Cathy Hill at chill@apqc.org or +1-713-685-4652. The data provided by the Benchmark on Demand tool is intended to support the understanding, assessment, measurement, and change of internal processes within your organization. You may only use the data on an individual, limited, non-commercial, and personal basis. Any sharing of this data outside of your organization is prohibited and will be in violation of these terms. If you plan on using the data for anything other than internal process management and improvement, please contact Cathy Hill for licensing options.

Benchmarks on Demand

There are two options for accessing metrics, you can either search by keyword(s) or browse. The two are mutually exclusive, you cannot do a search and then browse within the results and vice versa.

KEYWORD SEARCH
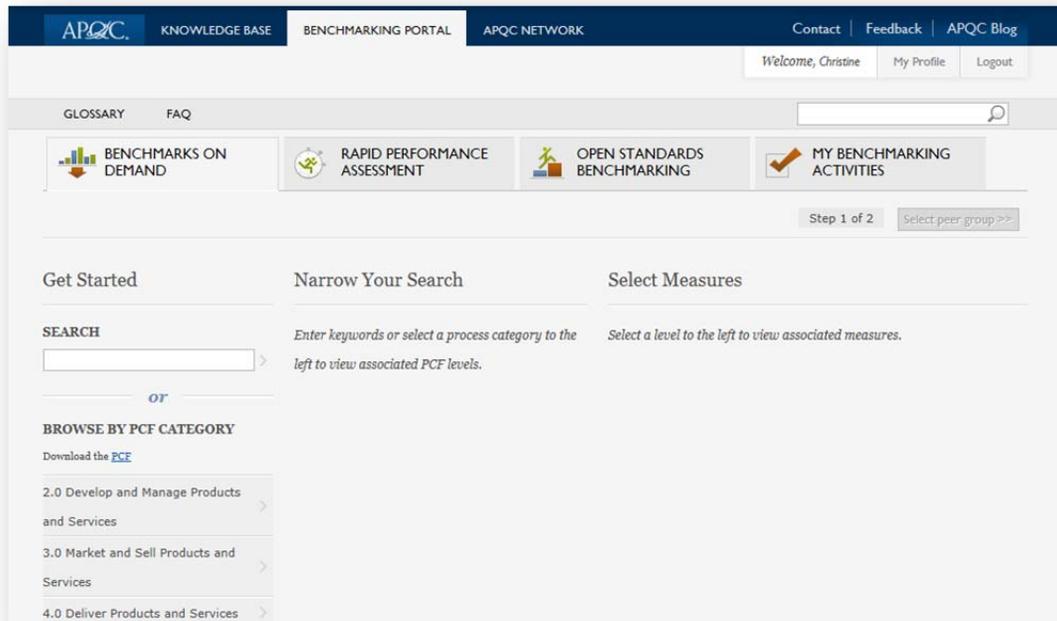
1. Enter your search terms. For this search, the fewer, more simple words the better.
2. Once your search is submitted, a list of the PCF levels that contain measures relevant to your search will appear in the middle column. Choose a level from the list to view the relevant measures, which will be displayed in the right hand column.
3. Results here will contain measures whose descriptions include an exact match to the text you entered into the search field. For example, entering "transaction" will return measures like, *Percentage of the total value of purchases placed by non-traditional submission methods (without a buyer or purchasing agent being involved to process the transaction)*. To find measures related to a particular category, process, or activity, please use the browse feature.
4. Select any of the measures you're interested in by clicking on the box to the left of each measure, or you can Select All.
5. To continue searching for more measures, simply choose a different category from the middle column to view the relevant measures and select any of interest. Repeat this process until you have selected everything you're interested in. You may view all of the selected measures, and update your list, by clicking on the `View selected measures` button on the left.
6. Once you are satisfied with your list of measures, click the `Select peer group >>` button located in the top right corner of the screen.

BROWSE

1. To browse available measures, start by choosing a process category from the list in the left hand column.

2. PCF levels where measures are available will appear in the middle column. Choose a level from the list to view the included measures, which will be displayed in the far right column.
3. Select any of the measures you're interested in by clicking on the box to the left of each measure, or you can Select All.
4. To continue searching for more measures, simply choose a different category from the middle column to view the relevant measures and select any of interest. Repeat this process until you have selected everything you're interested in. You may view all of the selected measures, and update your list, by clicking on the [View selected measures] button on the left.
5. Once you are satisfied with your list of measures, click the [Select peer group >>] button located in the top right corner of the screen.

NAME THE ACTIVITY AND SELECT PEER GROUPS

1. The set of measures you selected will be stored for future refreshes of the data output under the My Benchmarking Activities tab. Name your benchmarking activity something that relates to what you've selected so you can access it later.
2. Three options for peer group cuts are available: industry, region, and revenue. Please note that only options which can report out data are available (those with a sample size >6). Your report will contain one column for each group selected plus a column for all companies. For example if you choose Industry = Aerospace and Region = Europe, Middle East, and Asia, you will receive a report with three columns for each measure: one for Aerospace, one for Europe, Middle East, and Asia, and one for All Companies.
   Your selections run on the "or" function, not "and". This means that your report contains data for all companies that are Aerospace OR Europe, Middle East, and Africa. Not all companies that are in the Aerospace industry AND in the Europe, Middle East, and Africa region.
3. Once you are satisfied with your selection, click [View report >>] .
4. You may download a copy of the report by clicking on the PDF link, and/or copy and paste all of the report contents into Excel.

REFRESH YOUR REPORT

Once you've run your report, it will be available for future data refreshes in My Benchmarking Activities. Come back next week or three months from now, select Re-run, and your report will be produced with updated data.

Rapid Performance Assessments

Rapid Performance Assessments are high-level assessments that include KPI's meant to give you a broad assessment of a particular process category's health. Each assessment consists of between 15-25 questions and reports out on 10-20 measures. Pending validation, reports will be provided within about 2 business days.

SELECT YOUR ASSESSMENT

1. Select the PCF category for an assessment you'd like to complete. PCF categories map to APQC's functional areas:
   a. Financial Management: 8.0 Manage Financial Resources
   b. Human Capital Management: 6.0 Develop and Manage Human Capital
   c. Information Technology: 7.0 Manage Information Technology
   d. Supply Chain Management: 2.0 Develop and Manage Products and Services; 4.0 Deliver Products and Services
2. The list of available assessments appears next. Select an assessment within this list to view the measures included in its report. You can view the measures for any assessment you select.
3. Once you find the assessment you would like to complete, click [About Your Organization >>] to continue.

PROVIDE INFORMATION ABOUT YOUR ORGANIZATION

So that your organization's data can be validated and compared against peer groups, we need to now just a few pieces of information about your organization.

1. Organization being assessed: Here, please provide the name of the company and business unit or part of the company that you will be providing information for in this assessment. For example, if you have selected the Payroll assessment and will be providing data from your company's Finance organization, you may want to input: "MyCompany finance function North America"
2. Activity name: the purpose of this field is so that you can provide a name for this benchmarking activity that you will be able to remember and find at a future date. The activity name will be how you view the status of your assessment and retrieve the report from the "My Benchmarking Activities" section of the Benchmarking Portal.
3. Country and NAICS code: These two fields help us provide peer groups in your report.
4. That is all the information we need to collect from you before you start the assessment. If you would like to see the exact questions asked in the assessment, click the link to the additional assessment tools in the box on the right and choose the tool listed under the assessment you are about to complete. Then, simply click [Take assessment >>] to begin your assessment.

COMPLETING THE ASSESSMENT

Should you need to stop in the middle of the assessment for any reason, just click "Save". You will be able to continue the assessment at a later date by visiting My Benchmarking Activities within the Benchmarking Portal.

If you have any questions or would like to request assistance in completing the assessment, please contact the Open Standards Benchmarking Help Desk at osb@apqc.org.

Once you've completed the assessment, APQC's team of data analysts will review and validate your responses. If they have any question, they will contact you for clarification. Once your responses have been validated, you will receive your report within 2 business days. You can monitor the status of your assessment and report in the My Benchmarking Activities section of the Benchmarking Portal.

Open Standards Benchmarking Assessments

Open Standards Benchmarking assessments are more detailed than Rapid Performance Assessments, are lengthier in number of questions, take more time to complete, and provide robust reports with data for many more measures. These assessments will give you a deeper look into process performance gaps between your organization and top, median, and bottom performers.

SELECT YOUR ASSESSMENT

Assessments are organized by their PCF level. Select the process category you are interested in.

Once you select an assessment, you will see a page with additional information about the purpose of the assessment, what you will get out of it, as well as data for one of the measures included in the report for the assessment.

In the upper right, you will find a list of resources to help you in the collection of the data you will need to complete the assessment.

PROVIDE INFORMATION ABOUT YOUR ORGANIZATION

Once you decide on the assessment you'd like to complete, click Start Assessment. You will then be taken to a different interface where you will be asked to complete some information about your organization and the business entity, or part of your organization, you would like to assess.

If you have participated in any Open Standards Benchmarking before, whether Rapid Performance Assessments or the full assessments, you will either need to assign your assessment to one of the business entities already in your profile or create a new one.

For any questions, or to request assistance, please contact the Open Standards Benchmarking Help Desk at osb@apqc.org.

ONCE YOU'VE COMPLETED YOUR ASSESSMENT

Once your assessment has been completed, your responses will go through a rigorous validation process by APQC's data analysis team. They will contact you if clarification is needed around any of your responses. Pending time for validation, please expect a report within 2 weeks. You will receive metric information only for those measure questions for which you provided answers. Assessments must be at least 65% complete to receive a report.