ABOUT APQC's OPEN STANDARDS BENCHMARKING MEASURE LIST

The APQC Open Standards Benchmarking measure list concisely lists all of the measures currently available for a specific survey. These measures are organized by research area (A), the survey name (B), and finally by category of measure (C). The list identifies each measure's "metric group ID" number (D), the measure name (E), the formula in english as APQC computes it(F), the formula in question numbers specific to this survey (G), and whether or not the measure is a key performance indicator for its associated process (H).

ID #	NAME	FORMULA	KPI
FINANCIAL MANAGEMENT (FM) (A)			
FINANCE ORGANIZATION (93 MEASURES) (B)			
COST EFFECTIVENESS (7 MEASURES) (C)			
102860 (D)	Personnel cost to perform finance function per finance function FTE (E)	Personnel cost perform the function "manage financial resources" / Number of FTEs who perform the function "manage financial resources" (F) 208.0330a / 208.0310aa (G)	✔ (H)
103538	Total cost to perform the finance function as a percentage of revenue	(Total finance function cost / Total business entity revenue) * 100 (208.0330f / 208.0190) * 100	✔
101666	Overhead cost of the finance function per $100,000 revenue	Overhead cost to perform the function "manage financial resources" / (Total business entity revenue * .00001) 208.0330c / (208.0190 * .00001)	
102857	Personnel cost to perform the finance function per $1,000	Personnel cost perform the function "ma..."	

For more information about APQC's Open Standards Benchmarking, please contact us directly on +1-713-681-4020 or visit the APQC Open Standards Benchmarking website on www.apqc.org/osb.

ID #	NAME	FORMULA	KPI
PRODUCT DEVELOPMENT (PD)			
PRODUCT AND SERVICE DEVELOPMENT (11 MEASURES)			
COST EFFECTIVENESS (4 MEASURES)			
105461	Total cost to perform the function "develop and manage products and services" per $1,000 revenue	Total annual cost for new product/service development / (Total business entity revenue * 0.0010) 274.0230 / (274.0040 * 0.0010)	✔
105505	Total cost to perform the process group "develop products and services" per $1,000 revenue	(Total annual cost for new product/service development * (Percentage of FTEs performing product/service development are allocated to designing, building, and testing products/services + Percentage of FTEs performing product/service development are allocated to test marketing products/services + Percentage of FTEs performing product/service development are allocated to preparing for production or service delivery) * 0.01) / (Total business entity revenue * 0.0010) (274.0230 * (274.0200 + 274.0210 + 274.0220) * 0.01) / (274.0040 * 0.0010)	✔
105468	Total cost to perform the process group "generate and define new product/service ideas" per $1,000 revenue	(Total annual cost for new product/service development * Percentage of total annual cost for new product/service development allocated to generating and defining product/service ideas * 0.01) / (Total business entity revenue * 0.0010) (274.0230 * 274.0250 * 0.01) / (274.0040 * 0.0010)	✔
105214	Total cost to perform the process group "govern and manage product/service development program" per $1,000 revenue	(Total annual cost for new product/service development * Percentage of total annual cost for new product/service development allocated to overall governance and program management * 0.01) / (Total business entity revenue * 0.0010) (274.0230 * 274.0240 * 0.01) / (274.0040 * 0.0010)	
CYCLE TIME (2 MEASURES)			
103466	Time-to-market in days for existing product/service improvement and extension projects	Average time-to-market in days from the start of the design and develop products/services process until the existing product/service improvement project is ready for sale 274.0150	✔

PRODUCT DEVELOPMENT (PD)

PRODUCT AND SERVICE DEVELOPMENT (11 MEASURES)

CYCLE TIME (2 MEASURES)

103476	Time-to-market in days for new product/service development projects	Average time-to-market in days from the start of the design and develop products/services process until the new product/service development project ready for sale 274.0160	✔

PROCESS EFFICIENCY (5 MEASURES)

105466	Number of FTEs (including external) that perform the function "develop and manage products and services" per $1 billion revenue	FTEs performing product/service development processes / (Total business entity revenue * 0.000000001) 274.0170 / (274.0040 * 0.000000001)	✔
105504	Number of FTEs (including external) that perform the process group "develop products and services" per $1 billion revenue	(FTEs performing product/service development processes * (Percentage of total annual cost for new product/service development allocated to designing, building, and testing products/services + Percentage of total annual cost for new product/service development allocated to test marketing products/services + Percentage of total annual cost for new product/service development allocated to overall governance and program management) * 0.01) / (Total business entity revenue * 0.000000001) (274.0170 * (274.0260 + 274.0270 + 274.0280) * 0.01) / (274.0040 * 0.000000001)	✔
102526	Percentage of revenue from product/services launched in the past year	Percentage of revenue from products/services launched in the last 12-month reporting period 274.0290	✔
105463	Number of FTEs (including external) that perform the process group "generate and define new product/service ideas" per $1 billion revenue	(FTEs performing product/service development processes * Percentage of FTEs performing product/service development are allocated to generating and defining product/service ideas * 0.01) / (Total business entity revenue * 0.000000001) (274.0170 * 274.0190 * 0.01) / (274.0040 * 0.000000001)	

PRODUCT DEVELOPMENT (PD)
PRODUCT AND SERVICE DEVELOPMENT (11 MEASURES)
PROCESS EFFICIENCY (5 MEASURES)

105213	Number of FTEs (including external) that perform the process group "govern and manage product/service development program" per $1 billion revenue	(FTEs performing product/service development processes * Percentage of FTEs performing product/service development are allocated to overall governance and program management * 0.01) / (Total business entity revenue * 0.000000001) (274.0170 * 274.0180 * 0.01) / (274.0040 * 0.000000001)	

About APQC's Open Standards Benchmarking

· APQC is the steward of the open standard benchmarking content. Content is developed and reviewed by various subject matter experts.
· Participation in APQC's Open Standards Benchmarking is complimentary for APQC Enterprise Members. APQC Functional Members can benchmark in their functional membership at no cost.
· By participating, you will receive a detailed table comparing your responses with those of your peers. In essence, you'll get a row-by-row comparison of your responses versus those of your peers. The data tables will feature your answers as well as indicate the high, median and low performance ranges.
· Past participants have used open standards benchmarking research reports to set baselines for process improvement projects, to build a business case for new initiatives, to prioritize high-impact opportunities, and even to validate success or return on investment from efforts.

For more information, call +1-713-681-4020 or visit www.apqc.org/osb.