WEB USER GUIDE

NAVIGATING AND SEARCHING THE KNOWLEDGE BASE

NAVIGATING

The Knowledge Base home page contains the following sections:

- Featured Content
- Recent Downloads
- Just In

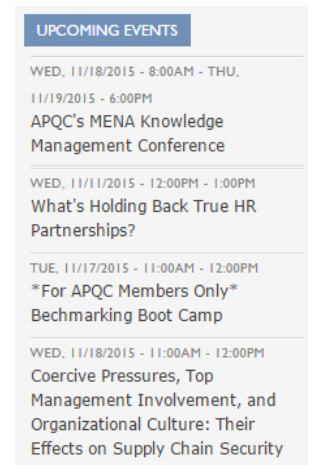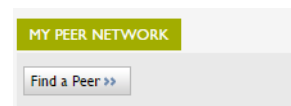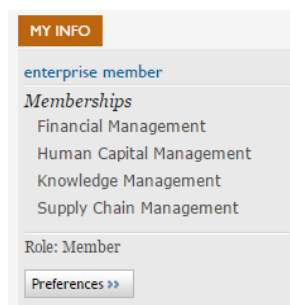The right hand column has the following sections:

My Info
Click on preferences to view your profile and edit your information.

My Peer Network
Click on find a peer to start searching the database.

Upcoming Events
View all events and register to attend.

SEARCHING

1. Use the search box located at the top right of any page to search for items. Hit enter to submit.

Tips for a More Effective Search

- Add quotes around your search terms to match the entire phrase exactly: **"blue smurf"** will match fewer content items than **blue smurf**.
- Remove quotes around terms to match each word individually.
- Consider loosening your query by using OR: **blue smurf** will match fewer items than **blue OR smurf**.
- Filter search results on the left side by using the category labels such as industry, topic, or content type.

BROWSING

You can browse **By Topic,**

Here are some of the topics available.

or **By Industry**,

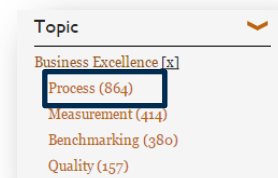Here is a sample of some of the industries available.

or **By Process Classification Framework ® category**.

Here are some of the categories available.

2. Under **Topic**, you can search under a specific area and related topic. For example, we will do a search under Process.

3. Whether you search or browse, you can show your search results one of two different ways: **Relevancy** or **Date**

Sort by: Relevancy | Date

4. You can also filter your results by **Content Type**, **Topic**, **Process Classification Framework ®** category, or **Industry**.

WHAT YOU WILL FIND

1. Your search results will appear as a list, tailored to your sort and filter preferences.

   Select the content item that interests you.

   You can click the **Download Now** button and immediately begin downloading your content, or click the **More Information** button to access a broader description for the content item.
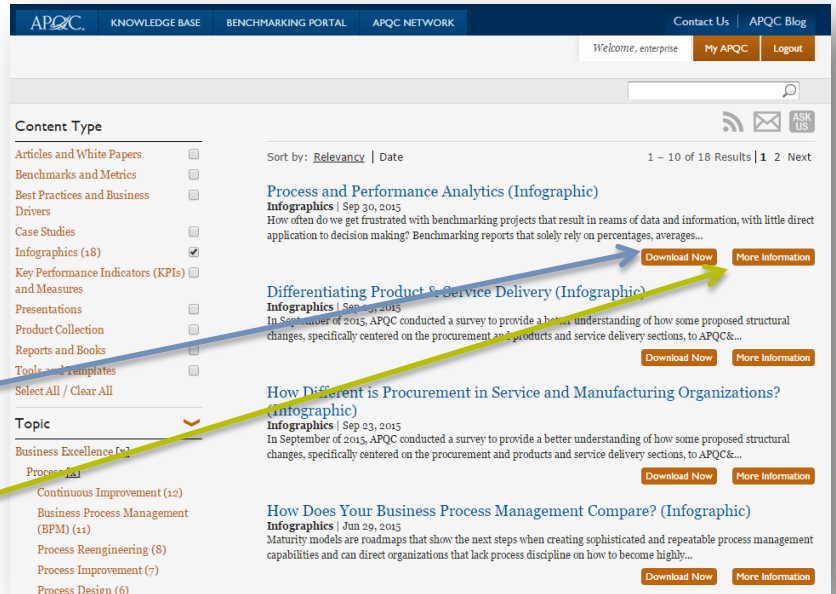
2. If you select a content item or hit the **More Information** button, you will be presented with additional details about the item. Click on **Download** button to download the item.

   Note: Most of the content in the Knowledge Base is members-only. If you are a member, make sure you are registered and logged in to view the content.
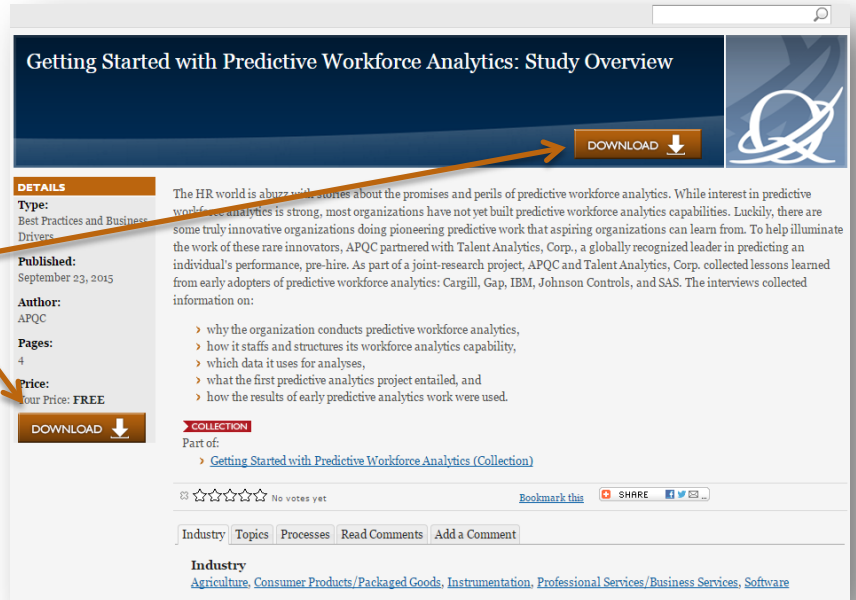
3. In your search, you may come across our collections, noted by this symbol: COLLECTION . These are related content items we've grouped to make your searches simpler.

Clicking on a collection will provide you a list of each content item included.

*Note: Members can download an entire collection. Non-Members can access some pieces in the collection, but not all of them.

Getting Started with Predictive Workforce Analytics (Collection)

COLLECTION
Product Collection
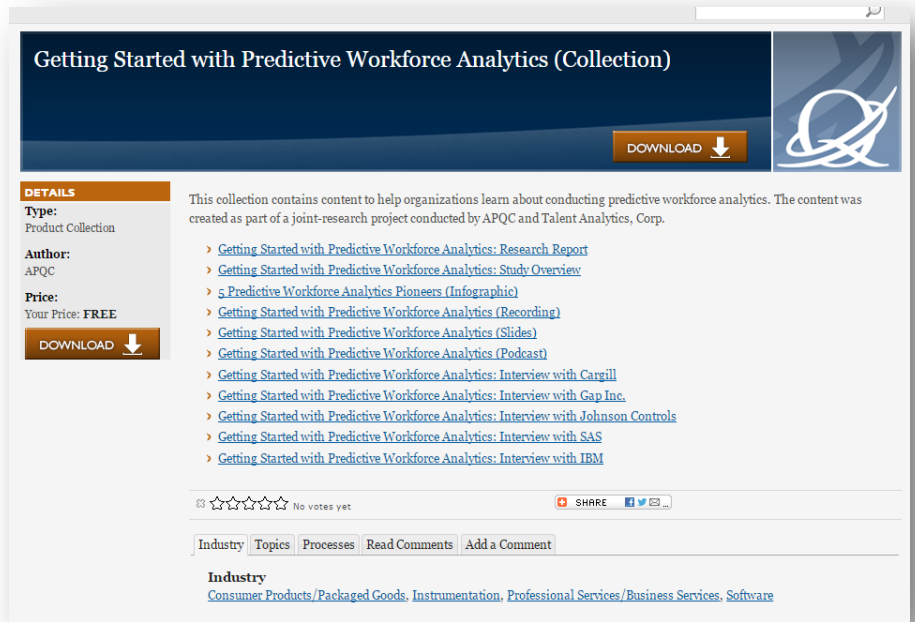This collection contains content to help organizations learn about conducting predictive workforce analytics. The content was created as part of a joint-research project conducted by APQC and Talent Analytics, Corp.

Download Now | More Information

Getting Started with Predictive Workforce Analytics (Collection)

DOWNLOAD ⬇

DETAILS
Type:
Product Collection

Author:
APQC

Price:
Your Price: FREE

DOWNLOAD ⬇

This collection contains content to help organizations learn about conducting predictive workforce analytics. The content was created as part of a joint-research project conducted by APQC and Talent Analytics, Corp.

› Getting Started with Predictive Workforce Analytics: Research Report
› Getting Started with Predictive Workforce Analytics: Study Overview
› 5 Predictive Workforce Analytics Pioneers (Infographic)
› Getting Started with Predictive Workforce Analytics (Recording)
› Getting Started with Predictive Workforce Analytics (Slides)
› Getting Started with Predictive Workforce Analytics (Podcast)
› Getting Started with Predictive Workforce Analytics: Interview with Cargill
› Getting Started with Predictive Workforce Analytics: Interview with Gap Inc.
› Getting Started with Predictive Workforce Analytics: Interview with Johnson Controls
› Getting Started with Predictive Workforce Analytics: Interview with SAS
› Getting Started with Predictive Workforce Analytics: Interview with IBM

☆☆☆☆☆ No votes yet   SHARE 🔗

Industry | Topics | Processes | Read Comments | Add a Comment

Industry
Consumer Products/Packaged Goods, Instrumentation, Professional Services/Business Services, Software

4. Additionally, you may come across our classic items, noted by this symbol: CLASSIC . These are content pieces that are older than 5 years, but we still feel is relevant and valuable to keep in the Knowledge Base.

Planning, Budgeting, and Forecasting

CLASSIC
Articles and White Papers | Sep 30, 2006
Developing an effective business plan and budget requires more than thinking about the current fiscal year. This article outlines the findings of APQC's Planning, Budgeting, and Forecasting: A Best Practices...

Download Now | More Information

Jump-start Stalled ERM Programs With Five Practical Ideas

CLASSIC
Articles and White Papers | Jan 07, 2007
A practical, five-step implementation approach that can assist organizations in implementing an integrated risk management program. ...

Download Now | More Information

BENCHMARKING RESOURCES: THE BENCHMARKING PORTAL

Learn exactly where your business processes stack up against the competition using benchmarking tools available through **APQC's Benchmarking Portal**. Based on APQC's widely-adopted **Process Classification Framework ®,** the Benchmarking Portal contains more than 1,500 standardized measures spanning people, process, and technology.

GET STARTED

Navigate to www.apqc.org/benchmarkingportal.

Choose your tool:

♦ **Benchmarks on Demand***: provides data for chosen performance measures cut by your chosen peer groups

♦ **Rapid Performance Assessments**: see how you measure up on high-level performance indicators by completing a short assessment. Receive a report with a simple gap analysis between your organization and top performers.

♦ **Open Stands Benchmarking ®**: complete a comprehensive performance assessment and peer comparison, and receive a detailed report of performance at the process level.

*The **Benchmarks on Demand** tool is not available to Professional Services/Business Services members. For access to data and benchmarks, please contact Cathy Hill at chill@apqc.org of +1-713-685-4652.

WHERE TO TURN

1. **Ask Us** (www.apqc.org/ask-us)

Looking for best practices within a particular area or the latest trends in benchmarking and improvement?

We'll help you find the answer – just **Ask Us**! APQC's team of analysts, project managers, and subject matter experts are standing by to provide you research-based content to help answer your question.

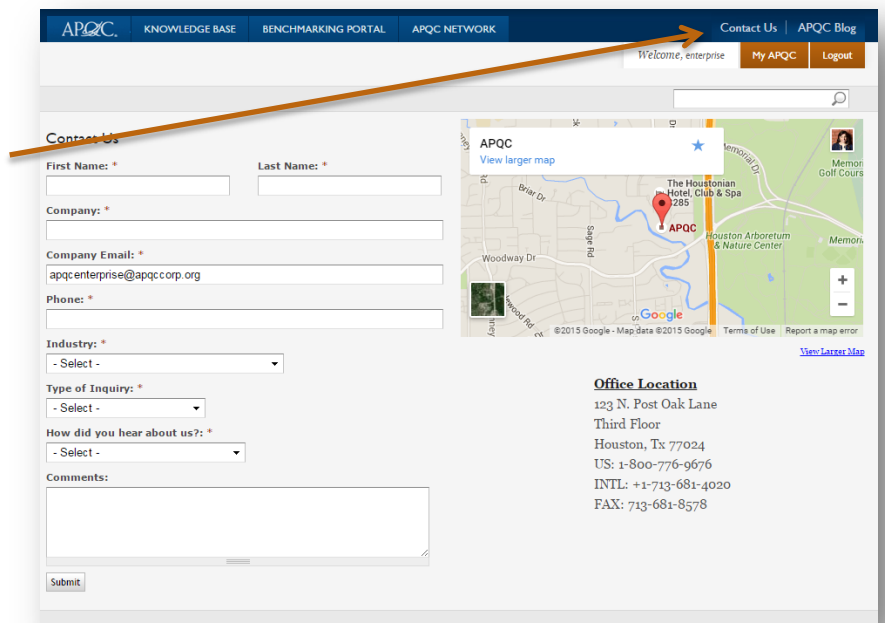Most questions will be answered within two or three business days.

You will need to be logged in to the web site to use the **Ask Us** feature.
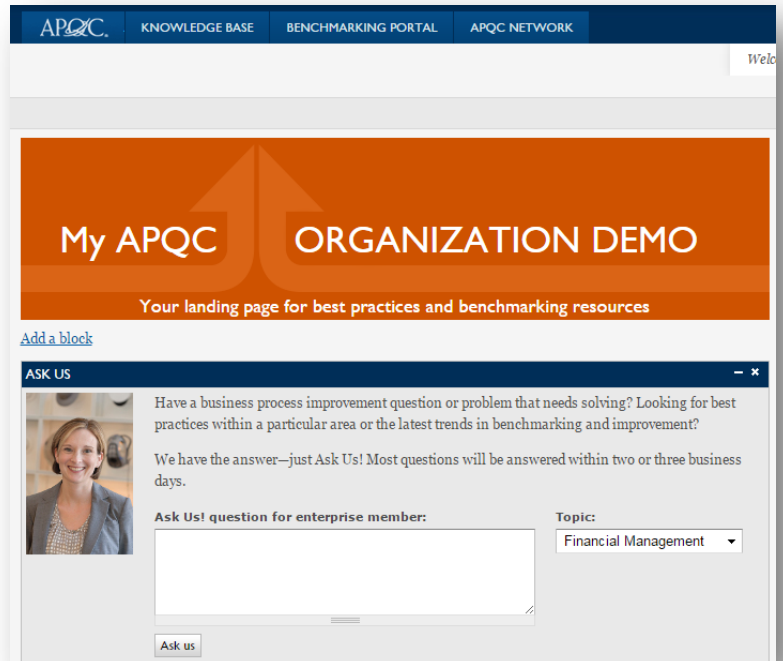
2. **Contact Us** (www.apqc.org/contact-us)

   To **Contact Us**, simply click on the button in the upper right hand corner of any APQC web page. The following screen will appear and you will be asked to fill in your information.

MY APQC

CUSTOMIZE YOUR APQC ONLINE EXPERIENCE!

1. The main column on this page is completely customizable – add or remove blocks, and drag and drop them where you'd like. Blocks available to add in this column include:

    a. Knowledge Base saved searches
    b. Upcoming APQC events in your preferred interest area(s)
    c. Ask Us form
    d. Recent downloads from others at your organization
    e. Latest APQC Blog posts in your preferred interest area(s)
    f. Your recent Knowledge Base downloads
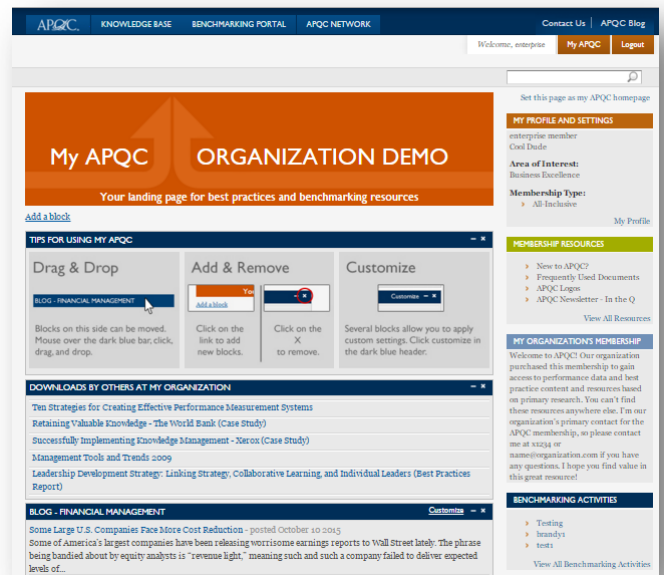
2. Many of these blocks are customizable. To access the options, click on the **Customize** button in the blue bar.
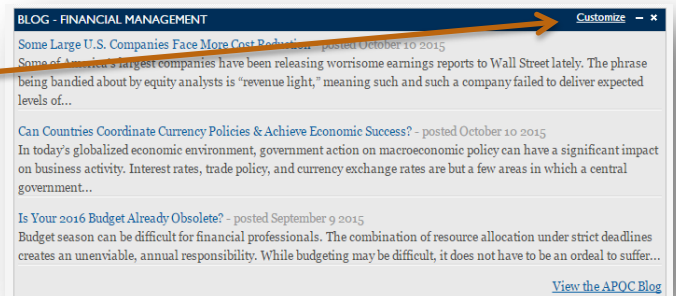
3. **To update your profile and settings:** Click on **My Profile** in the profile and settings box.

4. Here you can find information details, settings and preferences, and your membership type.

To make changes to your information or settings and preferences, simply click the **Edit** button.

NAVIGATING THE RIGHT COLUMN

♦ **Membership Resources** - if you need APQC collateral, logos, or want to find out the latest news, visit the resources page.

♦ **My Organization's Membership** – additional information about your membership; may also include contact information for your organization's primary liaison to APQC.

♦ **Benchmarking Activities** – if you've completed any activities in APQC's Benchmarking Portal, you can quickly access them here.
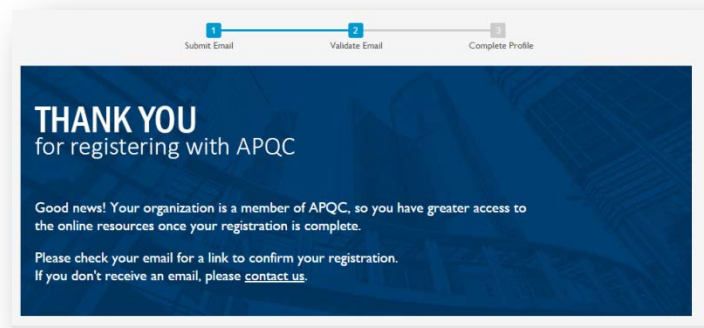
HOW TO REGISTER ONLINE

1. Go to www.apqc.org **or** www.apqc.org/register.
2. Type out your corporate email and click **submit**. **OR**
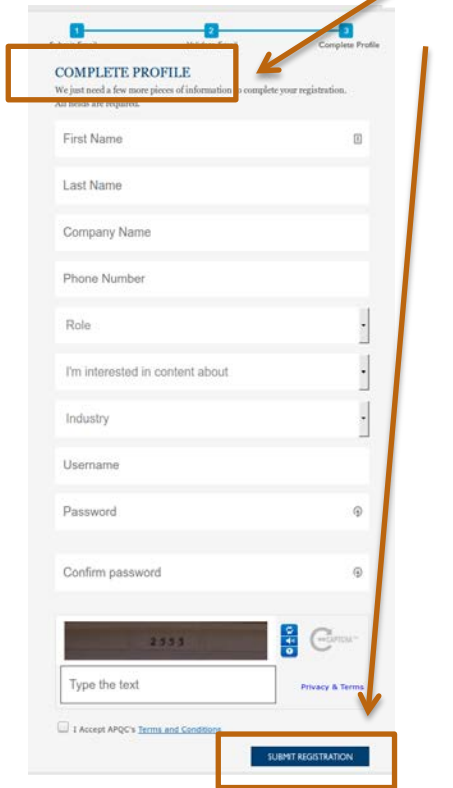   Type out your corporate email and click **next**.
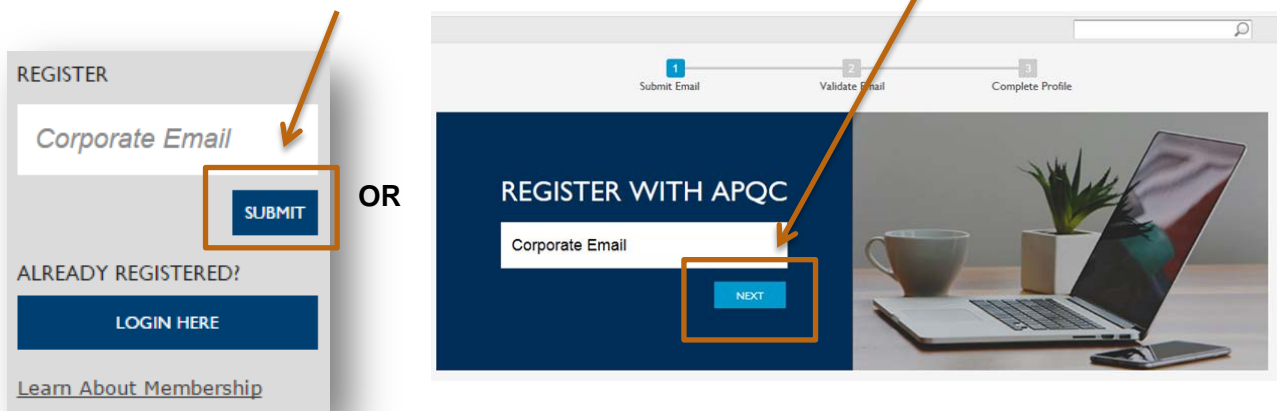
3. Once you've submitted your registration, a thank you screen will appear and ask that you check your email and validate your **corporate email address**.
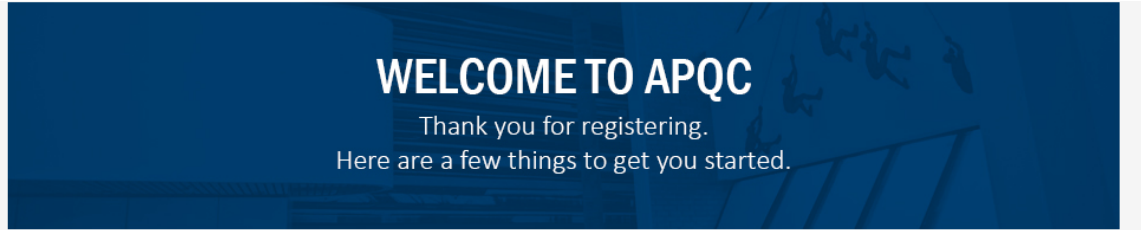
4. A confirmation will be sent to the corporate email address you provided. Click on the link and proceed to log in to the system.

Mail Type:	apqc_registration_apqc_registration_validate
Date Sent:	06/27/2016 - 8:33am
From:	apqcinfo@apqc.org
To:	
Subject:	Account details for at APQC
Body:	

Hello and welcome to APQC! Activate your registration by clicking on the link below. If you are not able to click on the link, please copy and paste it into your Web browser.
https://www.apqcdev.org/user/register/validate/1467034424/aNdO8ISlVKXNaKACej0nirNnaT8

Once you have logged in be sure to check out some of our best practice content in the Knowledge Base or benchmarking tools in the Benchmarking Portal. You can also check out our events page and register for an upcoming webinar.
Please contact us if you have any questions.

+1-713-681-4020 – Main
+1-800-776-9676 – Toll free
E-mail: apqcinfo@apqc.org
Online: www.apqc.org/contact-us

Best Regards,
APQC

5. Complete your profile and create a username/password. Be sure to complete the captcha then click **submit your registration**.

COMPLETE PROFILE
We just need a few more pieces of information to complete your registration.
All fields are required.

First Name
Last Name
Company Name
Phone Number
Role
I'm interested in content about
Industry
Username
Password
Confirm password

2355
Type the text   Privacy & Terms

☐ I Accept APQC's Terms and Conditions

SUBMIT REGISTRATION

6. Once you have submitted your registration, start exploring our website!

WELCOME TO APQC
Thank you for registering.
Here are a few things to get you started.

ACCESS BEST PRACTICES & BUSINESS DRIVERS

Save research time when answering the question, "how have other companies done it?" by accessing APQC's Knowledge Base, the world's largest online source of best practices and business drivers, benchmarks and metrics, case studies, and other unique content.

ACCESS BUSINESS PERFORMANCE

Measure and compare your performance internally and with that of peer organizations and gain instant access to performance data using out Benchmarking Portal. Our benchmarking tools are designed to help you diagnose problems of any size — and understand the next steps to solve them.

FIND AN UPCOMING EVENT

7. To update your profile settings at any time, access your account by clicking on [My APQC] at the top right of any APQC web page.
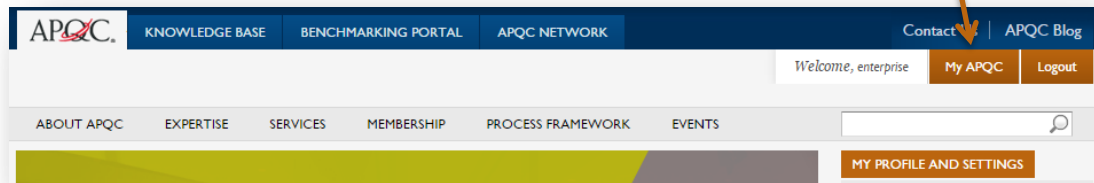
FIND A PEER

1. If you want to **Find a Peer**, there are three ways to go about it.

   Option 1: click on the **APQC Network** tab at the top of our web page. Then, under the Peer-to-Peer Database paragraph, click on **expansive database** to start your search.

   Option 2: click on the **Knowledge Bas**e tab at the top of any APQC web page. Then, on the right column, third section down, click on **Find a Peer** (under the **My Peer Network**) to start your search.

   Option 3: www.apqc.org/find-peer

2. The next screen you will see is where you begin your search. Here you can enter the person's first and last name, search by organization, industry, and/or country, as well as by Primary Interest Area.

Only registered members who have agreed to make their profiles public will display on this list. To change your personal settings and make your profile public, visit your account settings.

First name:

Last name:

Organization:

A.T. Kearney, Inc.
AARP
ABB Ltd.
Abbott Laboratories
Abbvie Inc.
Abt Associates, Inc.
Abu Dhabi Police / Ministry of Interior
Accenture LLP

Industry:

- None -
Accounting
Advertising
Aerospace
Agriculture
Airline
Amusement/Recreation Services
Appliances

Country:

United States
United States Minor Outlying Islands
Afghanistan
Aland Islands
Albania
Algeria
American Samoa
Andorra

Primary Interest Area:

-- Select One --

Search

To help protect against unwanted solicitations, members are limited to sending 3 contacts per hour. Unwanted solicitation violates APQC's user agreement and our privacy policy, each of which are strictly enforced. If someone is using Knowledge Base web-based contact form to solicit you, please contact APQC immediately. Send an e-mail to apqcinfo@apqc.org or call 800-776-9676.
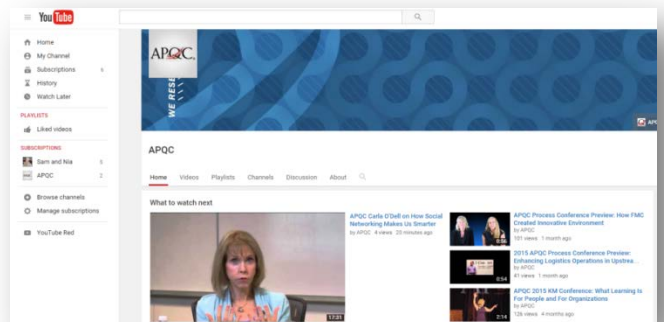
SOCIAL MEDIA

1. To find us on **LinkedIn**, either click on the LinkedIn logo at the bottom ofAPQC's web page or go to: www.apqc.org/linkedin.
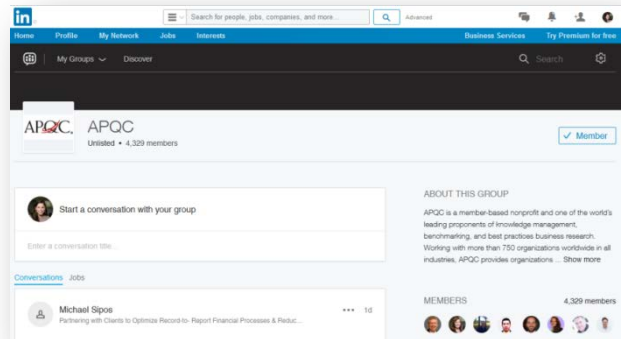
2. To find us on **YouTube**, either click on the YouTube in the logo at the bottom of APQC's web page or go to: www.apqc.org/youtube.

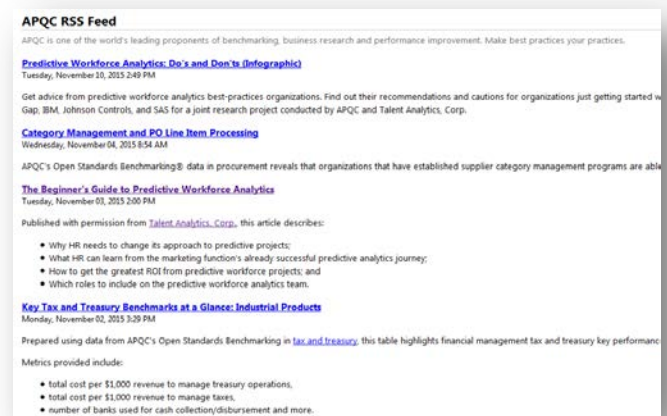3. To find us on Facebook, click on the logo at the bottom of APQC's web page or go to: www.apqc.org/facebook.

4. To find us on **Twitter**, either click on the Twitter logo at the bottom of APQC's web page or go to: www.twitter.com/apqc.

5. To create an **RSS Feed**, either click on the RSS Feed logo at the bottom of APQC's web page or go to: www.apqc.org/rss.xml.

6. To access our **Blog**, either click on the Blog logo at the bottom of APQC's web page or go to: www.apqc.org/blog.
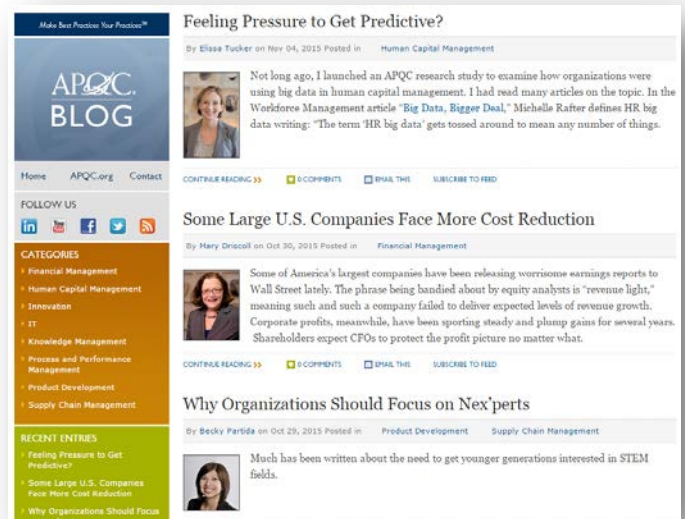
ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.