

# 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

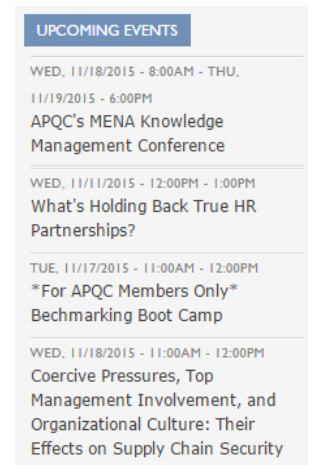
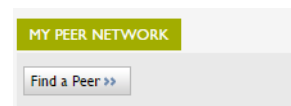
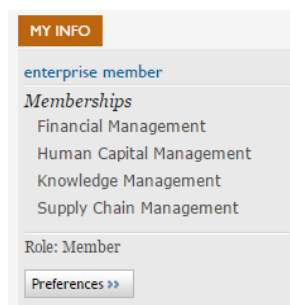
Click on preferences to view your profile and edit your information.

#### 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.

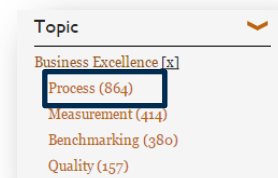


or **By Process Classification Framework® category**.

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**.

APQC KNOWLEDGE BASE BENCHMARKING PORTAL APQC NETWORK Contact Us APQC Blog

Welcome, enterprise My APQC Logout

Content Type

- Articles and White Papers (258)
- Benchmarks and Metrics (80)
- Best Practices and Business Drivers (177)
- Case Studies (88)
- Infographics (24)
- Key Performance Indicators (KPIs) and Measures (0)
- Presentations (479)
- Product Collection (41)
- Reports and Books (31)
- Tools and Templates (210)
- Select All

Topic >

Process Classification Framework™ >

Industry >

Show Classics

Classics content is content older than 5 years.

Clear all filters

Sort by: Relevancy | Date 1 - 10 of 1388 Results | 1 2 3 4 5 Next

**Process and Performance Analytics (Infographic)**  
Infographics | Sep 30, 2015  
How often do we get frustrated with benchmarking projects that result in reams of data and information, with little direct application to decision making? Benchmarking reports that solely rely on percentages, averages...  
Download Now More Information

**Putting the PCF into Action: Driving Process Management Excellence Reports and Books**  
May 08, 2015  
In 2015 APQC conducted a survey to understand how organizations leverage its Process Classification Framework SM (PCF) and identify how they can over-come some of the challenges associated with implementing...  
Download Now More Information

**APQC Process Classification Framework (PCF) - Life Sciences PCF - Members' Excel Version 6.1.0**  
Tools and Templates | May 05, 2015  
Effective benchmarking requires common definitions and processes. Like a shared language, organizations need to make apples-to-apples comparisons to obtain accurate benchmarks and metrics. The original Process...  
Download Now More Information

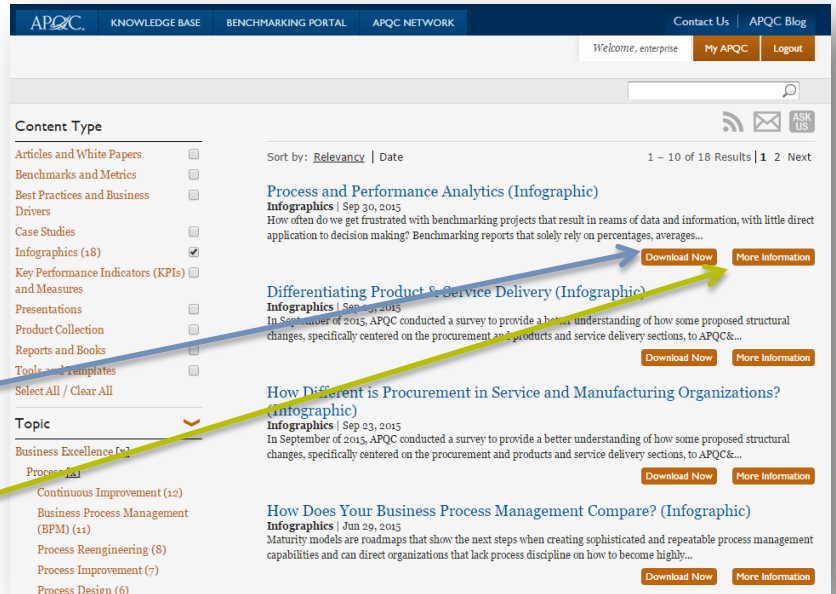
**APQC Process Classification Framework (PCF) - Life Sciences PCF - Members' Excel Version 6.1.0 with Comparison to Cross-Industry PCF**  
Tools and Templates | May 05, 2015  
Effective benchmarking requires common definitions and processes. Like a shared language, organizations need to make apples-to-apples comparisons to obtain accurate benchmarks and metrics. The original Process...  
Download Now More Information

## WHAT YOU WILL FIND

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

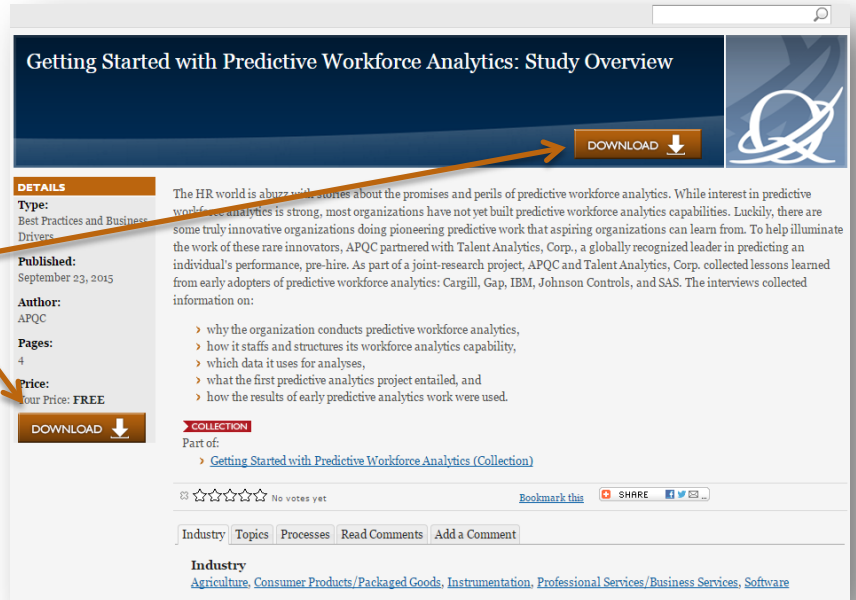
Select the content item that interests you.


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.



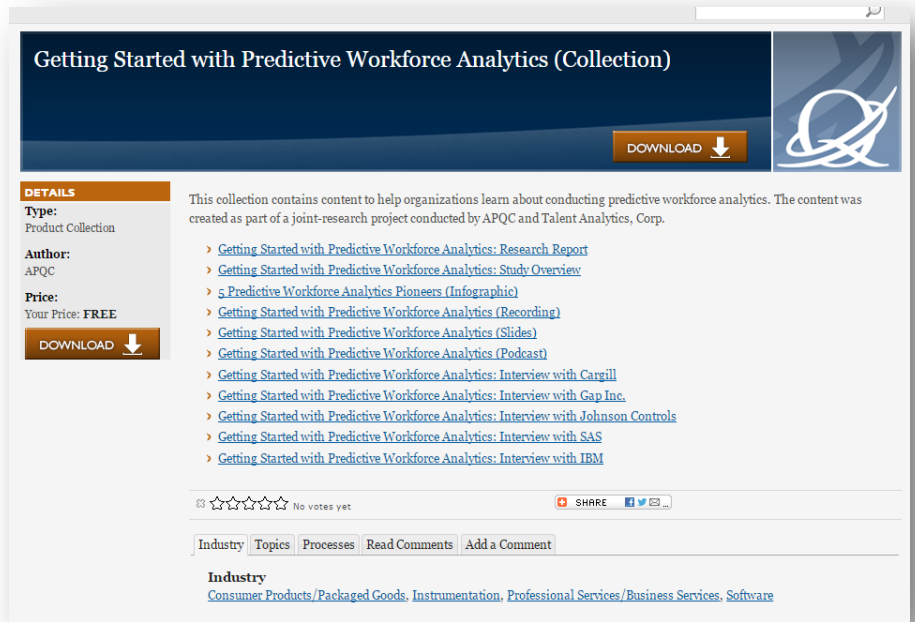
3. In your search, you may come across our collections, noted by this symbol: . These are related content items we've grouped to make your searches simpler.

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](#)
- > [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](#) [f](#) [t](#) [e](#)

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: . 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](http://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 Standards 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](mailto:chill@apqc.org) or +1-713-685-4652.

The screenshot shows the APQC Benchmarking Portal homepage. The navigation bar includes 'KNOWLEDGE BASE', 'BENCHMARKING PORTAL', and 'APQC NETWORK'. A search bar is present with the text 'Welcome, enterprise' and 'My APQC' buttons. Below the navigation bar are links for 'LEARN MORE', 'GLOSSARY', 'FAQ', and 'USER'S GUIDE'. The main content area features a large green banner with the text 'Welcome to the APQC Benchmarking Portal' and 'The single destination to manage all of your benchmarking activities.' Below this is a 'Ready to start?' section with a green arrow pointing right and the text 'Get Set. Go. Select an option below to continue.' Three main tool cards are displayed: 'BENCHMARKS ON DEMAND' (No data submission required), 'RAPID PERFORMANCE ASSESSMENT' (Submit organizational data into a high-level assessment), and 'OPEN STANDARDS BENCHMARKING' (Submit organizational data into a detailed assessment). A 'MY BENCHMARKING ACTIVITIES' section on the right shows a list of activities: 'Testing', 'brandy1', 'test1', and 'demo1'. At the bottom, there are sections for 'NEWS & NOTES' and 'RELATED DOCUMENTS'.

## WHERE TO TURN

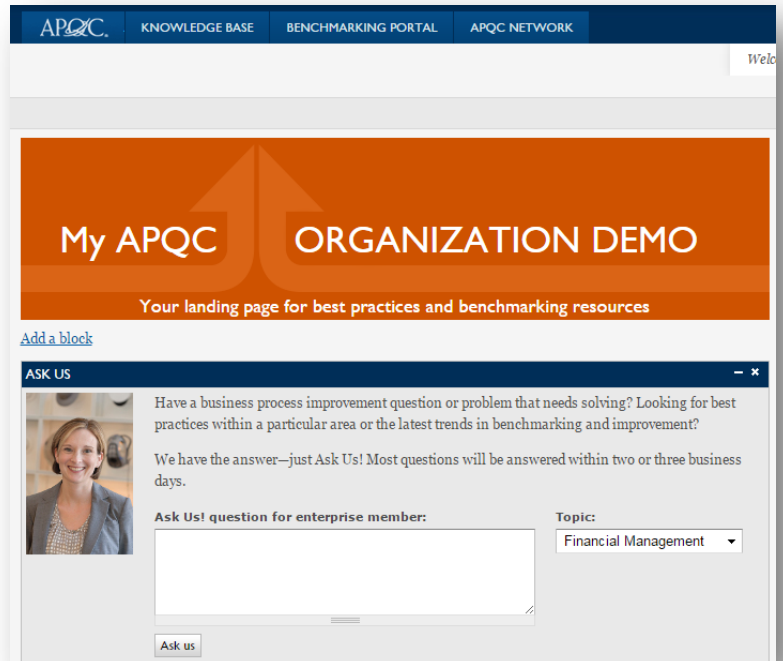
### 1. Ask Us ([www.apqc.org/ask-us](http://www.apqc.org/ask-us))

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.

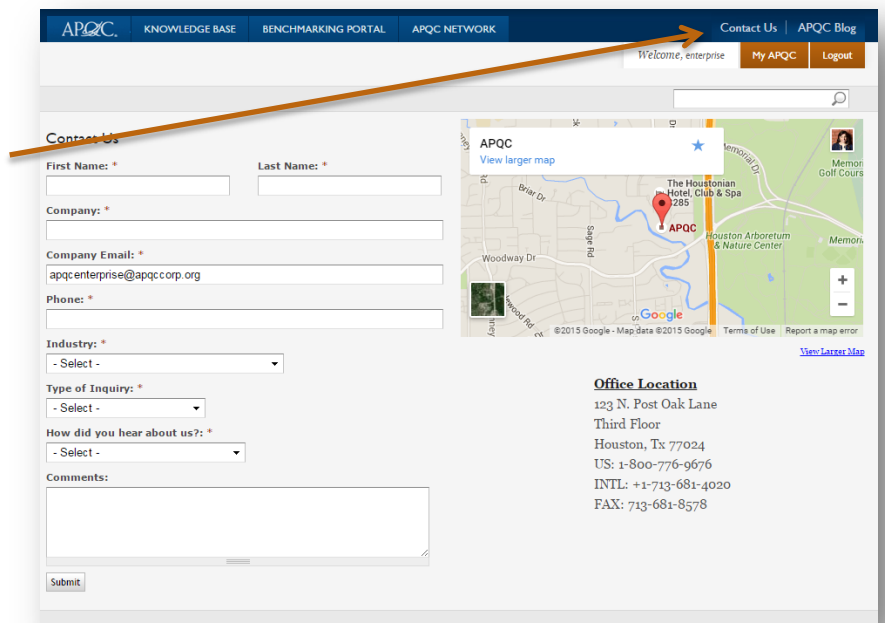
You will need to be logged in to the web site to use the **Ask Us** feature.



### 2. Contact Us

([www.apqc.org/contact-us](http://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.



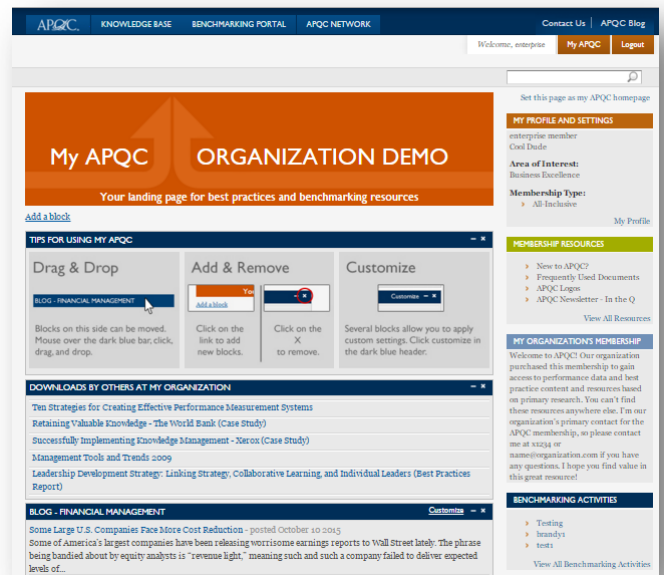


## MY APQC

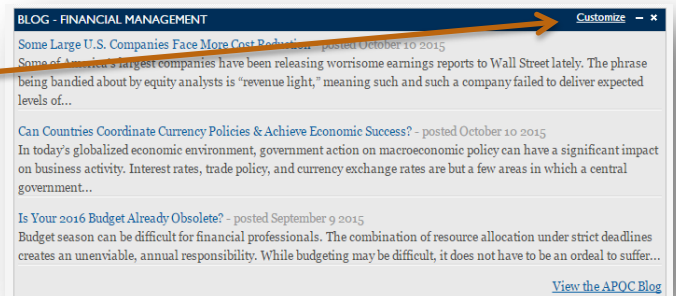
### CUSTOMIZE YOUR APQC ONLINE EXPERIENCE!

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.





- 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.

The screenshot shows a user profile page with the following sections:

- My Information:** Includes a profile picture, name (Cool Dude), organization (ORGANIZATION DEMO), country (US), phone number (0123456789), and email (apqcenterprise@apqccorp.org). There are 'View public profile' and 'Edit' buttons.
- Settings and Preferences:** Includes Username (APQC Enterprise Member), Password (with a 'change your password' link), 'I'm interested in content about' (Business Excellence), Secondary Interest Area (Knowledge and Information Management), Industry (Professional Services/Business Services), and Peer Searchable (no). There is an 'Edit' button at the bottom.
- Membership Type:** All-Inclusive.

## NAVIGATING THE RIGHT COLUMN

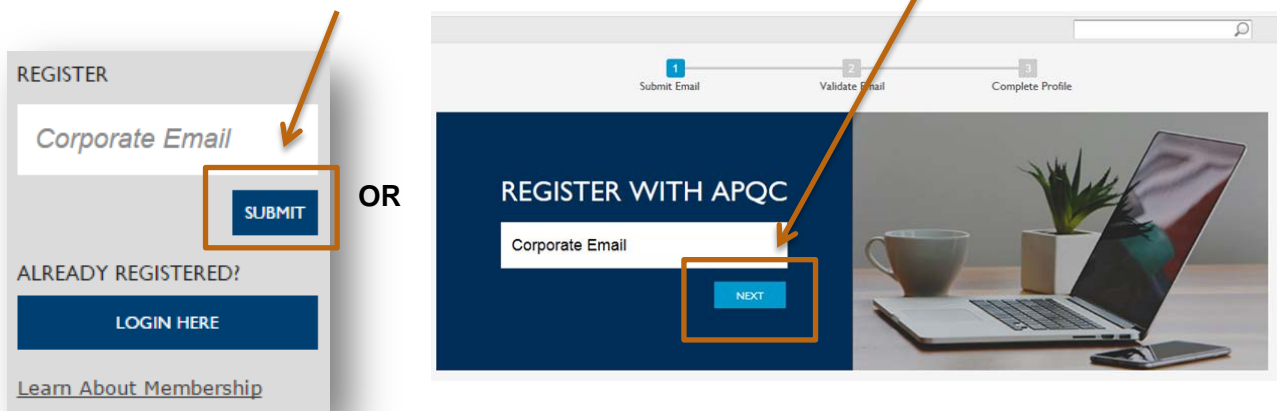
- ◆ **Membership Resources** - if you need APQC collateral, logos, or want to find out the latest news, visit the resources page.
- ◆ **My Organization's Membership** – additional information about your membership; may also include contact information for your organization's primary liaison to APQC.
- ◆ **Benchmarking Activities** – if you've completed any activities in APQC's Benchmarking Portal, you can quickly access them here.

The sidebar contains the following sections:

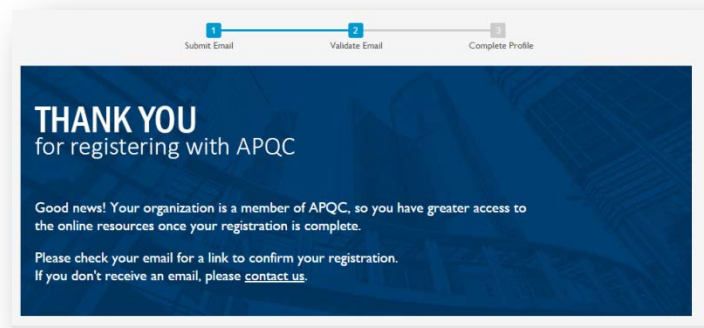
- Set this page as my APQC homepage** (link)
- MY PROFILE AND SETTINGS** (orange header): enterprise member, Cool Dude, Area of Interest: Business Excellence, Membership Type: All-Inclusive, and a 'My Profile' link.
- MEMBERSHIP RESOURCES** (green header): New to APQC?, Frequently Used Documents, APQC Logos, APQC Newsletter - In the Q, and a 'View All Resources' link.
- MY ORGANIZATION'S MEMBERSHIP** (blue header): Welcome to APQC! Our organization purchased this membership to gain access to performance data and best practice content and resources based on primary research. You can't find these resources anywhere else. I'm our organization's primary contact for the APQC membership, so please contact me at x1234 or name@organization.com if you have any questions. I hope you find value in this great resource!
- BENCHMARKING ACTIVITIES** (dark blue header): Testing, brandy1, test1, and a 'View All Benchmarking Activities' link.

## HOW TO REGISTER ONLINE

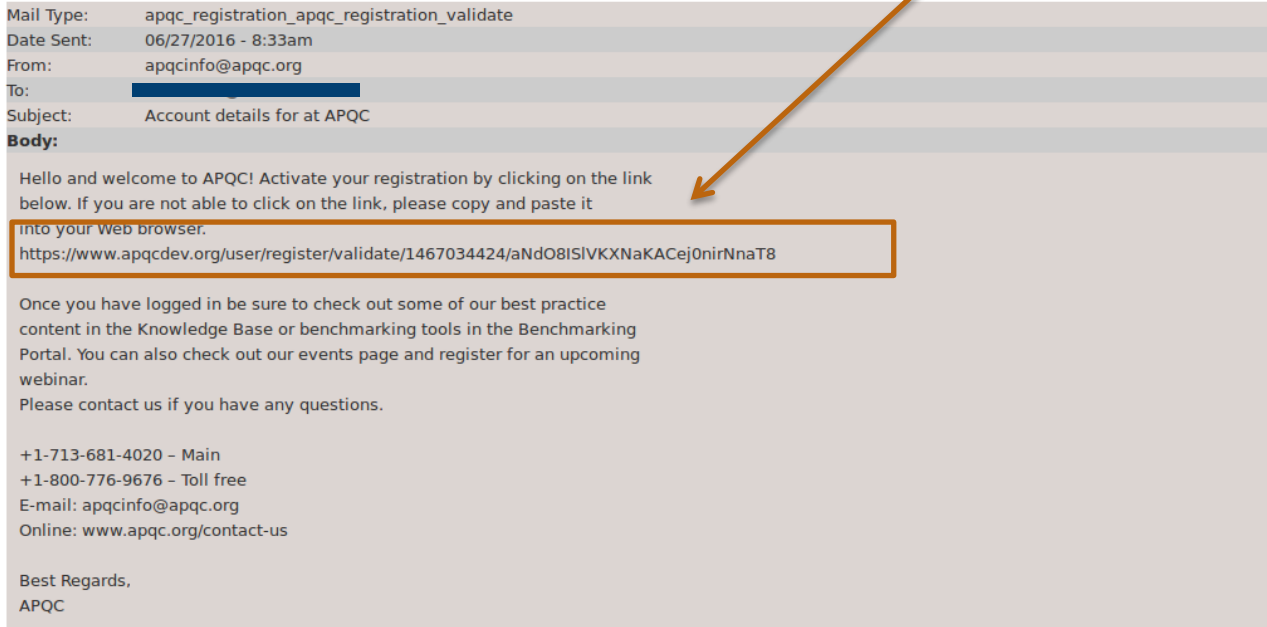
1. Go to [www.apqc.org](http://www.apqc.org) or [www.apqc.org/register](http://www.apqc.org/register).
2. Type out your corporate email and click **submit**. **OR**  
Type out your corporate email and click **next**.



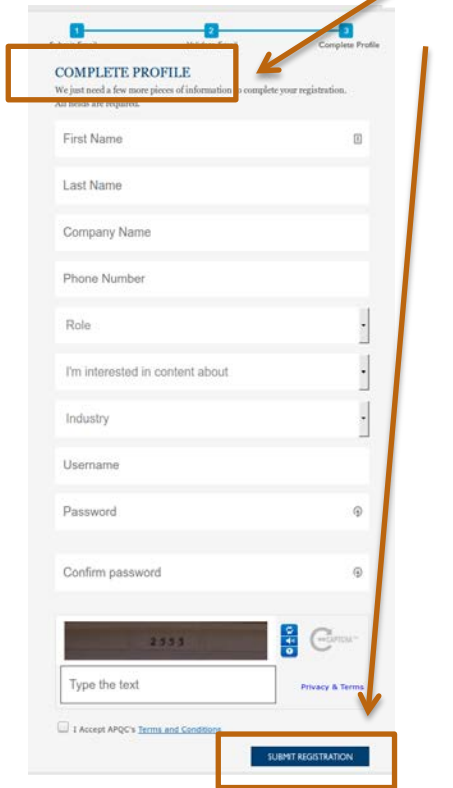
3. Once you've submitted your registration, a thank you screen will appear and ask that you check your email and validate your **corporate email address**.



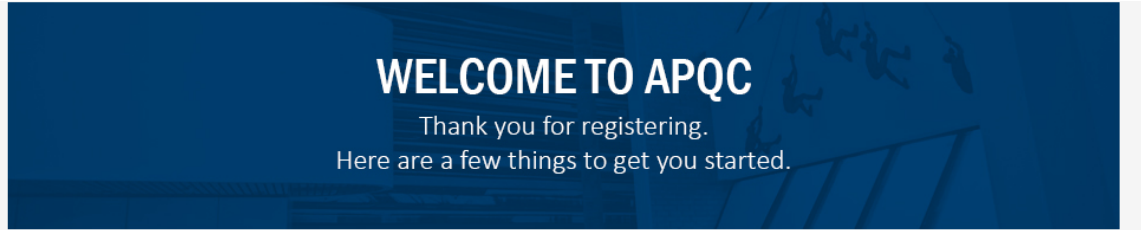
4. A confirmation will be sent to the corporate email address you provided. Click on the link and proceed to log in to the system.




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




- 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.

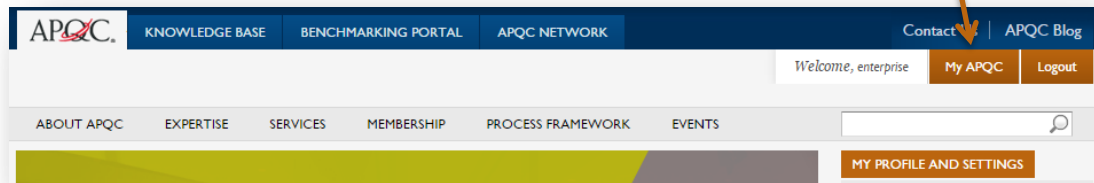


**ACCESS BUSINESS PERFORMANCE**  
Measure and compare your performance internally and with that of peer organizations and gain instant access to performance data using our [Benchmarking Portal](#). Our benchmarking tools are designed to help you diagnose problems of any size — and understand the next steps to solve them.



**FIND AN UPCOMING EVENT**

- 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.

APQC. KNOWLEDGE BASE BENCHMARKING PORTAL **APQC NETWORK** Welcome

“ Productivity and quality improvement is a race without a finish line. Your organization’s future will be determined by how well and how quickly you learn, adapt, and improve. ”  
—Jack Grayson, founder and executive chairman, APQC

### What is the APQC Network of Expertise?

APQC’s unparalleled list of members and experts gives you access to people in the know. If we don’t have the answers, we’ll connect you to people who do. Find the networking opportunities you need through our:

- > peer-to-peer database,
- > Webinars,
- > training events, and
- > conferences.

**Peer-to-Peer Database**

Connect with fellow APQC members in our **expansive database**. Search by area of expertise, title, organization, or geographic region.

**Option 2:** click on the **Knowledge Base** 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.

APQC. KNOWLEDGE BASE BENCHMARKING PORTAL APQC NETWORK Contact Us APQC Blog  
Welcome, enterprise My APQC Logout

BY TOPIC BY INDUSTRY ASK US

### Browse the Knowledge Base

Topic >  
Process Classification Framework<sup>SM</sup> >  
Industry >

### APQC Knowledge Base

#### Featured Content

- Accelerators of Knowledge Management Maturity - Data Report
- Customers with Clout Squeezing Suppliers
- Knowledge Mapping Concepts and Tools
- Consider the Best Strategic Sourcing Model for Your Business
- SCM Webinar October 2015: Innovating with Your Current Experts While Developing New Ones
- Getting Started with Predictive Workforce Analytics: Research Report
- APQC’s Seven Tenets of Process Management in Depth (Collection)
- ERP Complexity vs. Business Growth - At Odds or in Alignment Depends on Your Approach  
APQC, Harry Webb, Jack Schmidt
- 5 Predictive Workforce Analytics Pioneers (Infographic)

**MY INFO**  
enterprise member  
Memberships  
Financial Management  
Human Capital Management  
Knowledge Management  
Supply Chain Management  
Role: Member  
Preferences >>

**MY PEER NETWORK**  
Find a Peer >>

UPCOMING EVENTS

**Option 3:** [www.apqc.org/find-peer](http://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:  Industry:

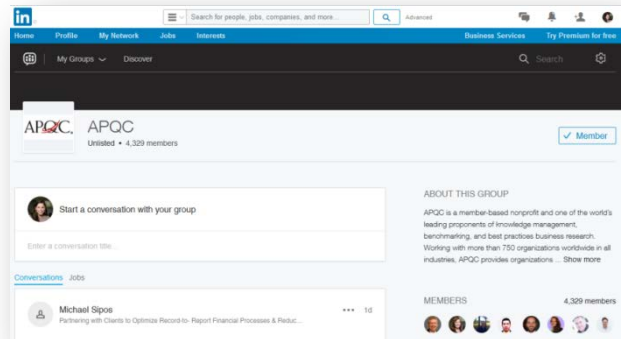
Country:  Primary Interest Area:


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](mailto:apqcinfo@apqc.org) or call 800-776-9676.

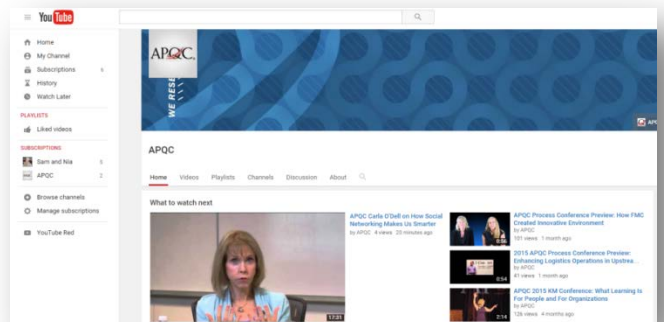
## SOCIAL MEDIA



-  1. To find us on **LinkedIn**, either click on the LinkedIn logo at the bottom of APQC's web page or go to: [www.apqc.org/linkedin](http://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](http://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](http://www.apqc.org/facebook).



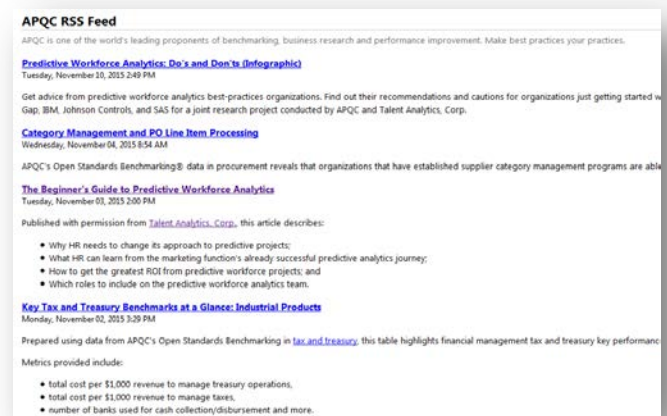




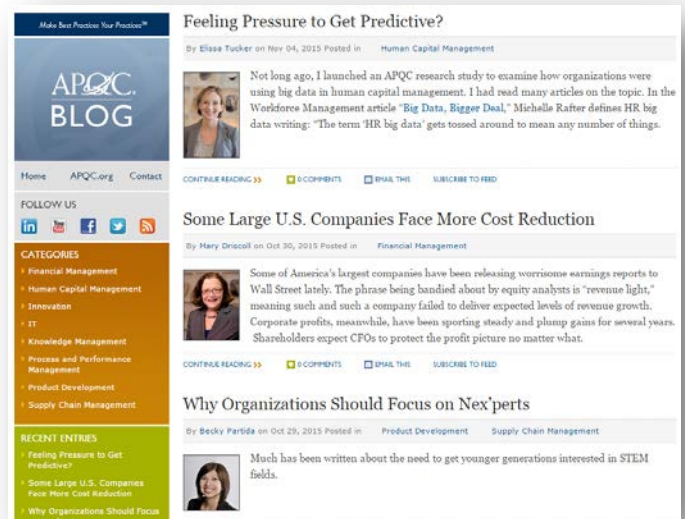
4. To find us on **Twitter**, either click on the Twitter logo at the bottom of APQC's web page or go to: [www.twitter.com/apqc](http://www.twitter.com/apqc).



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](http://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](http://www.apqc.org/blog).



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## 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](http://www.apqc.org), and learn how you can make best practices your practices.