

# PROCESS AND PERFORMANCE MANAGEMENT

*Improve business agility and operational performance with APQC's globally recognized process and performance management tools and best practices.*

APQC arms you with the tools, techniques, and strategies to help you reach your performance goals. Our best practice research has uncovered success factors to effectively manage business processes, including articulating the impetus for change, and providing practices needed to transition to a process-based focus.

## CORE RESEARCH AREAS

- Process management
- Measurement
- Benchmarking
- Continuous improvement
- Quality
- Measurement analytics
- Change management

We are the world's leading authority in providing benchmark data and benchmarking tools to support your efforts. Members have access to resources covering more than 70 process areas down to the activity level that include both qualitative topics—strategic alignment, governance, process management, measurement, and change management—as well as quantitative performance data such as cost, cycle time, productivity, and efficiency.

“APQC is a resource we can use to gain better insight into how we’re managing our organization and how well we’re performing against the competition.”

- Kien Kiong Teo, Hewlett-Packard Company

# 68% of organizations

use benchmarking to help identify process improvement opportunities.

Along with the most trusted and largest set of benchmarking data and best practices in the world, APQC provides access to two tools that support process and performance management initiatives, APQC's Process Classification Framework® (PCF) and MosaiQ®. Our members use these tools to:

- Clarify communications across groups
- Establish buy-in for process work
- Save time
- Reduce number of redundant processes

And we are the only source to support organizations using the PCF by providing case studies, webinars, group discussions, and access to process management subject matter experts.

## SEVEN CRITICAL TENETS TO ESTABLISH A FIRM PROCESS FOUNDATION

To move to the next level in process management, an organization must understand what its current process capabilities are, have a vision for what it wants to achieve, and establish a viable plan to get there. [APQC's Seven Tenets of Process Management<sup>SM</sup>](#) establish a foundation on which to build sustainable process management capabilities. By assessing an organization's current state using the seven tenets, leaders can better discern which activities and strategic decisions will move the enterprise toward more mature and streamlined process management practices.



**Unaligned business processes are one of the main obstacles that keep organizations from achieving effective organizational agility.**

Companies around the world use APQC's PCF® as the basis for their organizational design and process definitions.



## LEARN MORE

Don't waste time reinventing the wheel. [Contact APQC](#) to learn more about how to make best practices come to life for your organization.