

Dear APQC member:

Just like that, half of 2022 is nearly past. Here's a quick update on the research and goings-on at APQC since the start of the year.

BEST PRACTICE RESEARCH

Key trends emerging in APQC's research the first half of this year—organizations' people and culture are precious assets that should be cared for and developed, access to the information needed to perform and make decisions should be easy and organizational performance data should be real-time, and supply chain risk is not confined only to the supply chain function. Here are findings and insights from our latest research:

[Cultural Influencers: How to Shift and Sustain Organizational Culture](#): insights in this report are the culmination of a collaborative endeavor between APQC and its members to better understand organizational culture. Findings include common challenges for organizational culture, and roles and levers for shaping culture.

[The Future of Finance Talent](#): out of the more than 330 finance and HR professionals surveyed in Q1 2022, nearly 75% said that managing their finance talent is of great or extreme priority. Find out which talent management approaches—recruiting, development, and retention—finance functions are using to ensure their teams possess the right skills.

[Managing Content So It's Fresh and Findable](#): a glimpse into research currently underway to understand the latest practices in content management, this collection contains several case studies with examples on how organizations are formulating their content strategies, bringing people together to oversee and execute those strategies, and steering the content lifecycle.

[Dive Into Data Visualization](#): how often are the data in your dashboards updating? Real-time, daily, monthly? In March, APQC conducted a short poll to understand insight on organizations' applications, management, and challenges regarding data visualization tools—we found nearly a third of respondents' dashboards contained data that refreshes either real-time or near real-time.

[Supplier Relationship Management 2022](#): according to more than 200 supply chain professionals surveyed in April, the top two benefits of supplier relationship management (SRM) are to improve supplier reliability/reduce risk and improve customer service. Learn about the use and planned adoption of SRM and find out how the practices have evolved since 2018.

PROCESS PERFORMANCE DATA COLLECTION

The world's largest database of process performance benchmarks, APQC's Open Standards Benchmarking® (OSB) database, continues to grow, providing members with access to and licensing opportunities for process performance benchmarks with some of the largest sample sizes and peer group options available, as well as the latest practices driving top performance. Recent updates of KPI lists and practices reports include:

- [Procurement Key Benchmarks](#)
- [Payroll Key Benchmarks](#)
- [Manage Employee Information and Analytics Key Benchmarks](#)
- [Accounts Payable Practices Report](#)

SUCCESSFUL RETURN OF OUR IN-PERSON CONFERENCE

May 9, 2022 was a day APQC staff had been looking forward to for months—day one of workshops for the first in-person conference hosted by APQC since October of 2019. For many of us it was the first time we had the opportunity to interact with our members and other practitioners face to face in more than two years, and it was better than we could've imagined. It was also the return to live events for many of our attendees, and for groups from the same organization, it was the first time many had met their fellow coworkers in person.

More than 250 people attended the conference in Houston and this was the first time APQC brought together two of our key member groups—process and knowledge management professionals. Participants learned how to bring their disciplines together to adapt to and support new business models, strategies, and organizational needs and they shared their experiences around problem solving, collaboration, and human-focused design and engagement.

[Read overviews for all conference sessions](#) (where we have permission to publish). Keep an eye out for invitations to the next conference scheduled for April of 2023.

ONE MORE BLINK...

And we'll be in the throes of planning for 2023. APQC will continue our mission to research and discover effective methods of improvement, share findings with our members, and connect you all to one another. Thank you for your membership and continued support.

Sincerely,

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