



Helping Organizations Worldwide Work
Smarter, Faster, and With Greater Confidence

WHY KM MATURITY MATTERS

Prepared for TRADOC

May 18, 2021

AGENDA

Today's Agenda

1

Why KM Maturity (Standards) Matters

2

APQC's Resource Library

3

Appendix: APQC's Maturity Model



WHY KM MATURITY (STANDARDS) MATTERS

THE VALUE OF STANDARDS

A Guide for Strategic Direction



Use as a strategic planning and decision-making framework

Assess current KM opportunities, choices, and desired levels

Build an explicit plan to move from one level to the next

Benchmark and learn from other organizations

A Tool for Communication and Buy-in



Develop business cases for investment

Measure progress using key performance indicators (KPIs)

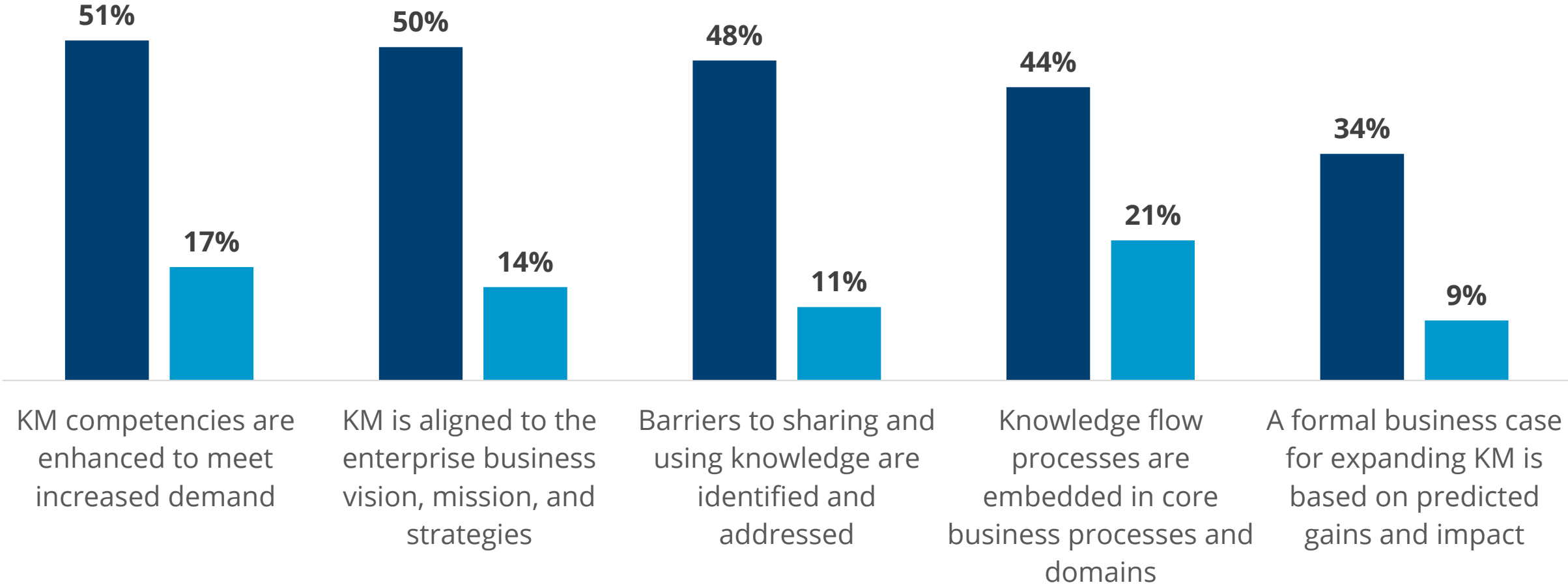
Establish a shared picture of the KM journey

Communicate the KM vision, internally and externally

IMPACT OF ASSESSING KM MATURITY

■ KM maturity and capabilities are assessed (N=80)

■ KM maturity and capabilities are not assessed (N=138)





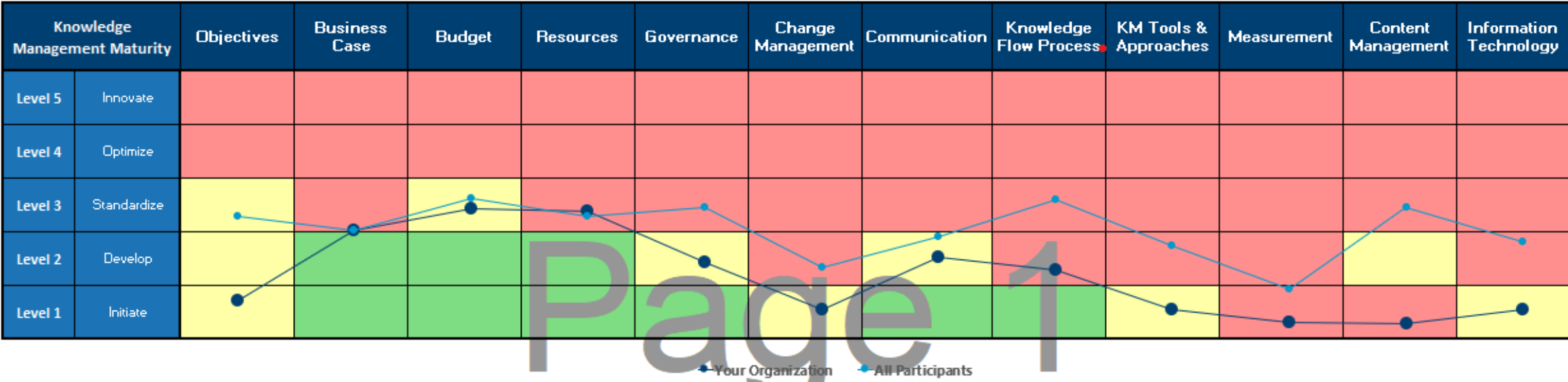
Version 2.0

APQC's Knowledge Management Capability Assessment Tool

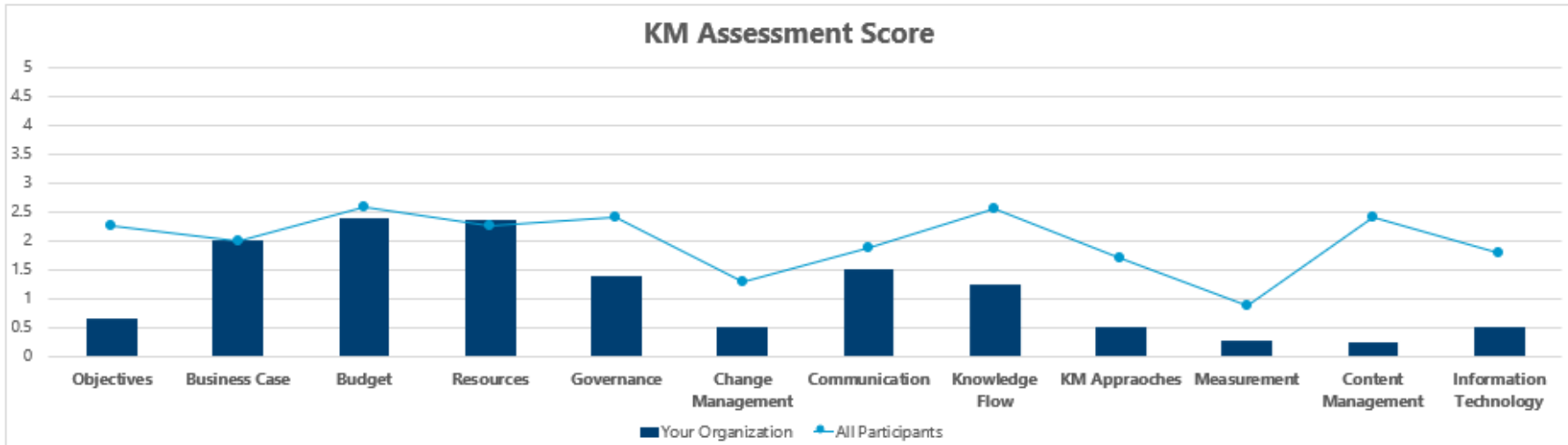
AVAILABLE NOW

ASSESSMENT REPORT

Current Results - March 2021



Page 1



| | Your Organization | All Participants |
|--------------------------|-------------------|------------------|
| Objectives | 0.67 | 2.25 |
| Business Case | 2.00 | 2.00 |
| Budget | 2.40 | 2.59 |
| Resources | 2.36 | 2.27 |
| Governance | 1.40 | 2.42 |
| Change Management | 0.50 | 1.30 |
| Communication | 1.50 | 1.87 |
| Knowledge Flow | 1.25 | 2.56 |
| KM Approaches | 0.50 | 1.70 |
| Measurement | 0.27 | 0.88 |
| Content Management | 0.25 | 2.42 |
| Information & Technology | 0.50 | 1.78 |



2

APQC'S RESOURCE LIBRARY

Best practices & benchmarks at your fingertips!

APQC'S RESOURCE LIBRARY

Our RESEARCH covers 70 process areas

APQC's research team applies proven research methods to develop solutions, strategies, and tools to solve your business problems. Working alone and in partnership with member organizations and industry experts, we discover and capture the key processes and enablers behind successful practices.

30+

**Performance
assessments**

5,000+

**Articles, white
papers, case
studies, tools and
templates**

3,400

**Performance
measures**

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3

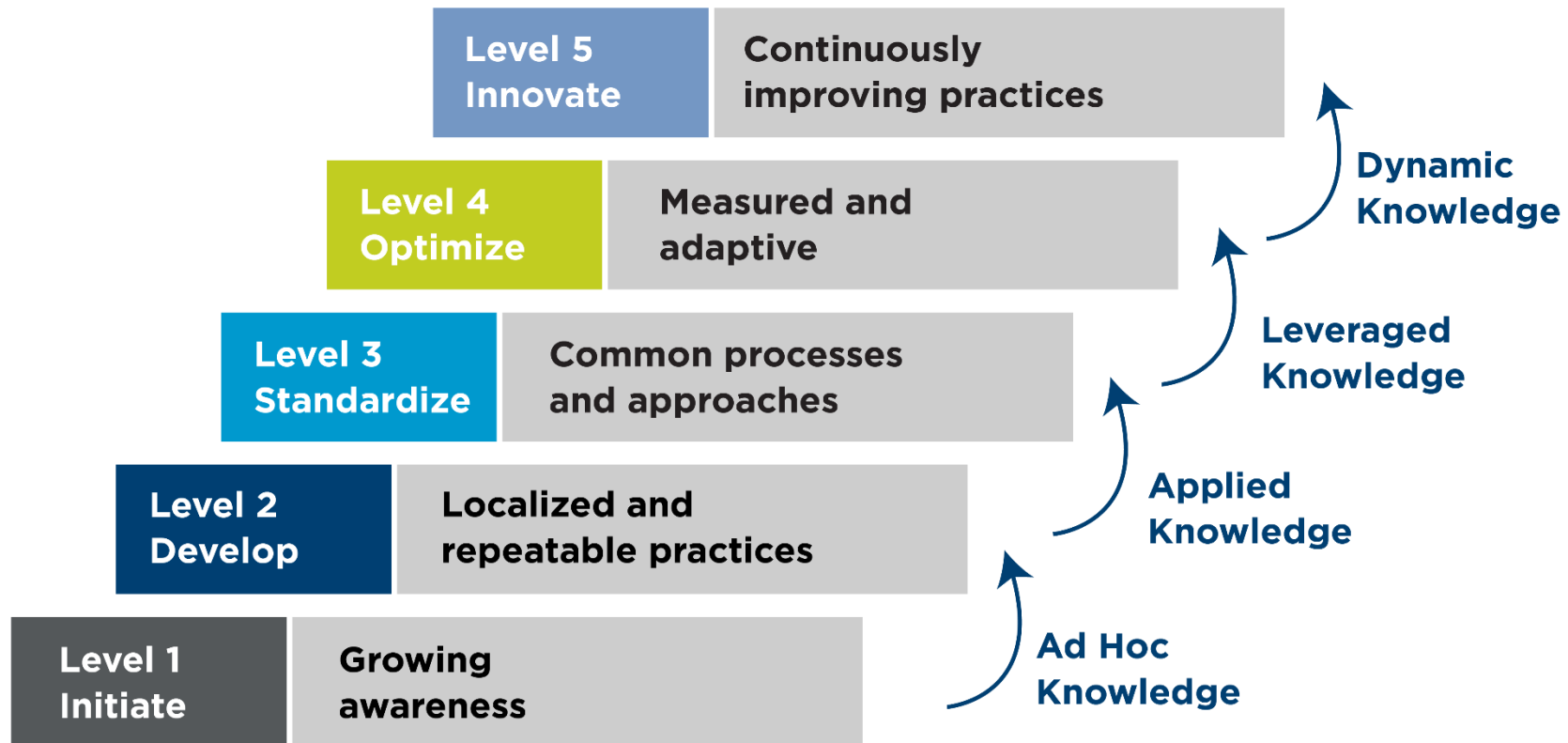
APPENDIX

APQC's Maturity Model

KM MATURITY

What level of maturity does your organization want to achieve?

APQC's Levels of Knowledge Management Maturity



ASSESSING YOUR ORGANIZATION'S LEVEL OF MATURITY

APQC's KM Capability Assessment Tool measures a KM program's maturity across 140 capabilities in 12 areas.



STRATEGY

- Objectives
- Business Case
- Budget



PEOPLE

- Resources
- Governance and Leadership
- Change Management
- Communication



PROCESS

- Knowledge Flow Processes
- KM Approaches and Tools
- Measurement



CONTENT & IT

- Content Management Process
- Information Technology



WHO WE ARE

APQC 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.

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