



American Productivity and Quality Center (APQC) Process Performance Management (PPM) Conference

- Predicative Analysis
- Engaging Employees and Driving Client Experience Through a Culture of Continuous Improvement
- Risk and Compliance around APQC's Process Classification Framework (PCF)[®] Modeling
- The Biggest Change to Process Frameworks in Over a Decade - PCF[®] Dimensionality
- Customer Experience – Moving from Satisfaction to Engagement
- Future of the Process Classification Framework (PCF)

Frankie Jackson and Jennifer Miller participated in the American Productivity and Quality Center (APQC) Process Performance Management (PPM) conference at the Houstonian on **October 4-5, 2018**. A summary of the sessions attended are shown on the right. The conference offered great thought-providing ideas of changing organizational cultures.



Roy Barnes, Presenter, Author, CEO of BlueSpace



Jennifer Miller and Frankie Jackson