KNOWLEDGE MANAGEMENT

Pétanque Business Specialists

OPERATIONAL FLOW

Purpose & Scope

TO ALLOW AN ORGANISATION TO SHARE KNOWLEDGE IN ORDER TO ENABLE INNOVATION AND TO HAVE A COMPETITIVE EDGE

Gather Information → Analyse Information → Manage Information → Evaluate Impact → Use Information

Chief Knowledge Officer

Knowledge is

- The know how
- Other intellectual capital
- Expertise

Wisdom
Knowledge
Information
Data

Is The Knowledge

- Service Rendering
- Product
- Company
- Marketing (Marketing Plan)
- House Keeping
- Other

Knowledge Manager

Enquire If A Knowledge Management System Exists

Does It Exist? — Yes / No

Create A System For Knowledge Safe-keeping

This May Include

- Databases
- Corporate Extranets
- Corporate Intranets
- Knowledge bases
- Expert systems
- Help desks
- Content Managment
- Document Management

Identify Knowledge Gaps In Terms Of Strategy Delivery

- Business Strategy
- Current Knowledge Base
- Knowledge Gaps

Analyse Organisation's Strengths & Weaknesses To Create Improvements

- Strengths & Weaknesses

Strategise in terms of knowledge gaps. What knowledge do we need to actualise visions and goals.

Is It

Existing Knowledge?

Although knowledge sharing is essential, it alone does not lead to innovation. It only lets and organisation maintain, not progress.

New Knowledge?

Individual

Have An Idea

Imperfect, content specific idea

Colleagues

Part of another meeting

Share Idea Among Colleagues

Imperfect, content specific idea

Analyse Idea, Offer Opinions, Experiences And General Feedback

Feedback

Revise Idea Based On Feedback

Imperfect, content specific idea

Feedback

New Knowledge Creation may lead to greater innovation, better customer experiences, consistency in best practices and knowledge access across an organisation.

Knowledge Manager

Obtain Knowledge

Techniques include

- Group Interviews
- Individual Interviews
- Psychological techniques
- Web research
- On the Job Learning
- Articles

Transform Tacit Knowledge To Explicit Knowledge For Representation

Capture Knowledge In The Knowledge Management System

Knowledge Management System

Knowledge Transfer

Evaluate The Effectiveness Of Knowledge Transfer

Transfer may lead to

- Competitive advantage
- Improved learning methods
- Prevention of approximately 30% of mistakes
- Consistency in best practices
- Faster learning methods

Transfer may be through

- Databases
- On-the-job discussions
- Apprenticeships
- Mentorships
- Maintenance of corporate libraries
- Professional training

Knowledge transfer can only happen when someone WANTS to learn!!!

GOVERNANCE / COMPLIANCE

- Health Safety & Environmental Protection
- Quality
- Employment
- BEE & Employment Equity
- Conflict Of Interest
- Local Law Compliance
- Corporate Governance
- Human Rights

MI / KPI

CONTROL / ACCOUNTING

INTERFACING PROCESSES

SUPPORTING DOCUMENTS

- Current Knowledge Base
- Business Strategy
- Knowledge Gaps
- Strengths & Weaknesses
- Feedback

KEY

Main Activities, Process Owner, Role Changer, Process Step, Decision, One Of Many, Differentiator, Event, Interfacing Process, Document, Human Interface, Group, Process Owner, Customer, Electronic Interface, Phone, e-mail, Meeting, One-on-one Meeting, Overall Control, Control, Check, Accounting Point, By hand, Process End

VizPro®
©pétanque consultancy (pty) ltd
tel 0861 ptnque / 0861 786 783
www.petanque-c.com
info@petanque-c.com