



INTRODUCTION TO ISO 30401

Knowledge Management Systems requirements

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France's bilateral development-policy platform. At the heart of a genuinely solidarity-based investment policy in more than 100 countries.



A tool for “a world in common”. Financing development means working to help all, to prevent crises and build shared prosperity.



The agency that connects, in both directions, the actors of change. A link for action between France, Europe, and the world.

Agenda

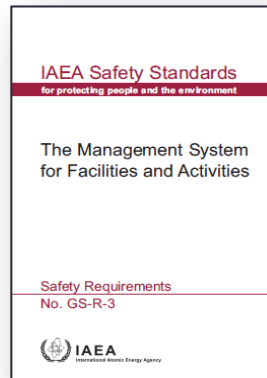
- **Why a standard for Knowledge Management?**
- **The content of the standard ISO 30401**
- **What next?**
- **Discussion**

#1 - WHY A STANDARD ?

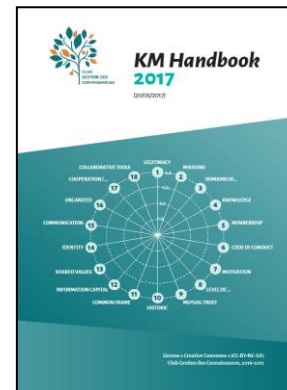
The KM standardization, a work in progress



2015 :
ISO 9001:2015
§ 7.1.6
Organizational
Knowledge



2017 :
Integration of KM
in the international
standards of the
nuclear domain
(Started in 2002)



2017 :
Operational KM repository
by the “Club Gestion des
Connaissances” in France
(Started in 1999)



2018 :
ISO 30401
Knowledge
Management Systems
(Started in 2015)

ISO 30401 Knowledge Management Systems — Requirements

The purpose of this ISO standard is *to support organizations to develop a management system that effectively promotes and **enables value-creation through knowledge.***

A knowledge management system aims *to **contribute to the achievement of a company's strategic objectives** through the preservation, dissemination, sharing and evolution of its knowledge capital.*

- The standard is intended for business units , especially their "Knowledge Managers", who need to implement or consolidate knowledge management in their organization.
- The purpose of the standard is to set rigorous principles and requirements for knowledge management.
- The standard was published in November 2018.

#2 - OVERVIEW

ISO 30401 – Overview of the standard

Introduction

- 1 Scope
 - 2 Normative references
 - 3 Terms and definitions
 - 4 Context of the organization
 - 4.1 Understanding the organization and its context
 - 4.2 Understanding the needs and expectations of interested parties (stakeholders)
 - 4.3 Determining the scope of the knowledge management system
 - 4.4 Knowledge management system
 - 4.5 Knowledge life cycle
 - 4.6 Knowledge transformations
 - 4.7 Knowledge management enablers
 - 4.8 Knowledge Management culture
 - 5 Leadership
 - 5.1 Leadership and commitment
 - 5.2 Policy
 - 5.3 Organizational roles, responsibilities and authorities
 - 6 Planning
 - 6.1 Actions to address risks and opportunities
 - 6.2 Knowledge objectives and planning to achieve them
 - 7 Support
 - 7.1 Resources
 - 7.2 Competence
 - 7.3 Awareness
 - 7.4 Communication
 - 7.5 Documented information
 - 8 Operation
 - 8.1 Operational planning and control
 - 9 Performance evaluation
 - 9.1 Monitoring, measurement, analysis and evaluation
 - 9.2 Internal audit
 - 9.3 Management review
 - 10 Improvement
 - 10.1 Nonconformity and corrective action
 - 10.2 Continual improvement
- Annex A The Knowledge Spectrum- Knowledge inner boundaries
Annex B Boundaries between knowledge management and adjacent disciplines
Annex C Knowledge Management Culture

- Set the objectives
- Define vocabulary
- Understand KM in context
- Establish a management system applied to KM
- Review specific KM stakes

A template behind the standard

Why do we need it ?

- Compatibility between ISO standards toward integrated management systems
 - Flexibility
 - Simplicity

Introduction - Principles

8 principles to understand Knowledge Management

- Knowledge is:

- Intangible and complex; it is created by people
- A key source of value for the organizations

- Knowledge Management

- serves the organisational objectives
- needs to be adapted to the context
- includes interactions between people
- focuses on managing the working environment
- is related to culture
- is iterative

§3- Definitions

- knowledge (3.25)
- human or organizational asset enabling effective decisions and action in context
- Note 1: Knowledge can be individual, collective or organizational.
- Note 2: Knowledge is acquired through learning or experience.

§3- Definitions

- Collaboration (3.23)
- deliberate approach to working together on an agreed common purpose across boundaries
- Note 1: Collaboration often depends on a healthy knowledge management culture (3.27) to facilitate the exchange and co-creation of knowledge (3.25) between the parties engaging in collaboration.

- Purpose and key principles
- Vocabulary
- Scope

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	3 Terms and definitions
	<ul style="list-style-type: none"> 4 Context of the organization <ul style="list-style-type: none"> 4.1 Understanding the organization and its context 4.2 Understanding the needs and expectations of interested parties (stakeholders) 4.3 Determining the scope of the knowledge management system 4.4 Knowledge management system 4.5 Knowledge life cycle 4.6 Knowledge transformations 4.7 Knowledge management enablers 4.8 Knowledge Management culture 5 Leadership <ul style="list-style-type: none"> 5.1 Leadership and commitment 5.2 Policy 5.3 Organizational roles, responsibilities and authorities 6 Planning <ul style="list-style-type: none"> 6.1 Actions to address risks and opportunities 6.2 Knowledge objectives and planning to achieve them 7 Support <ul style="list-style-type: none"> 7.1 Resources 7.2 Competence 7.3 Awareness 7.4 Communication 7.5 Documented information 8 Operation <ul style="list-style-type: none"> 8.1 Operational planning and control 9 Performance evaluation <ul style="list-style-type: none"> 9.1 Monitoring, measurement, analysis and evaluation 9.2 Internal audit 9.3 Management review 10 Improvement <ul style="list-style-type: none"> 10.1 Nonconformity and corrective action 10.2 Continual improvement
	Annex A The Knowledge Spectrum- Knowledge inner boundaries
	Annex B Boundaries between knowledge management and adjacent disciplines
	Annex C Knowledge Management Culture

§ 4- Context of the organization – scope of the KMS

4.1 Understanding the context

Purpose

4.2 Needs and expectations

Who

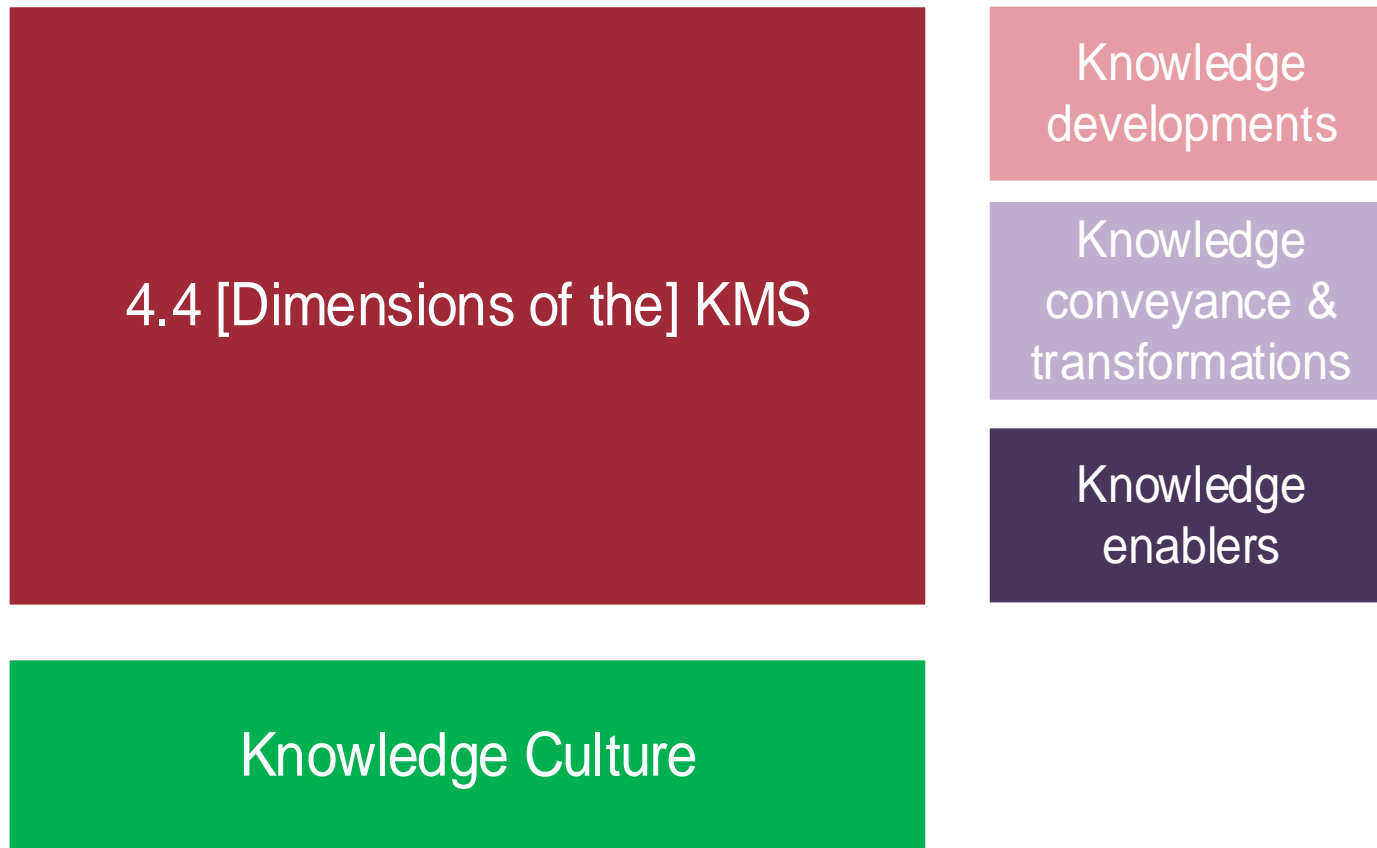
What

When

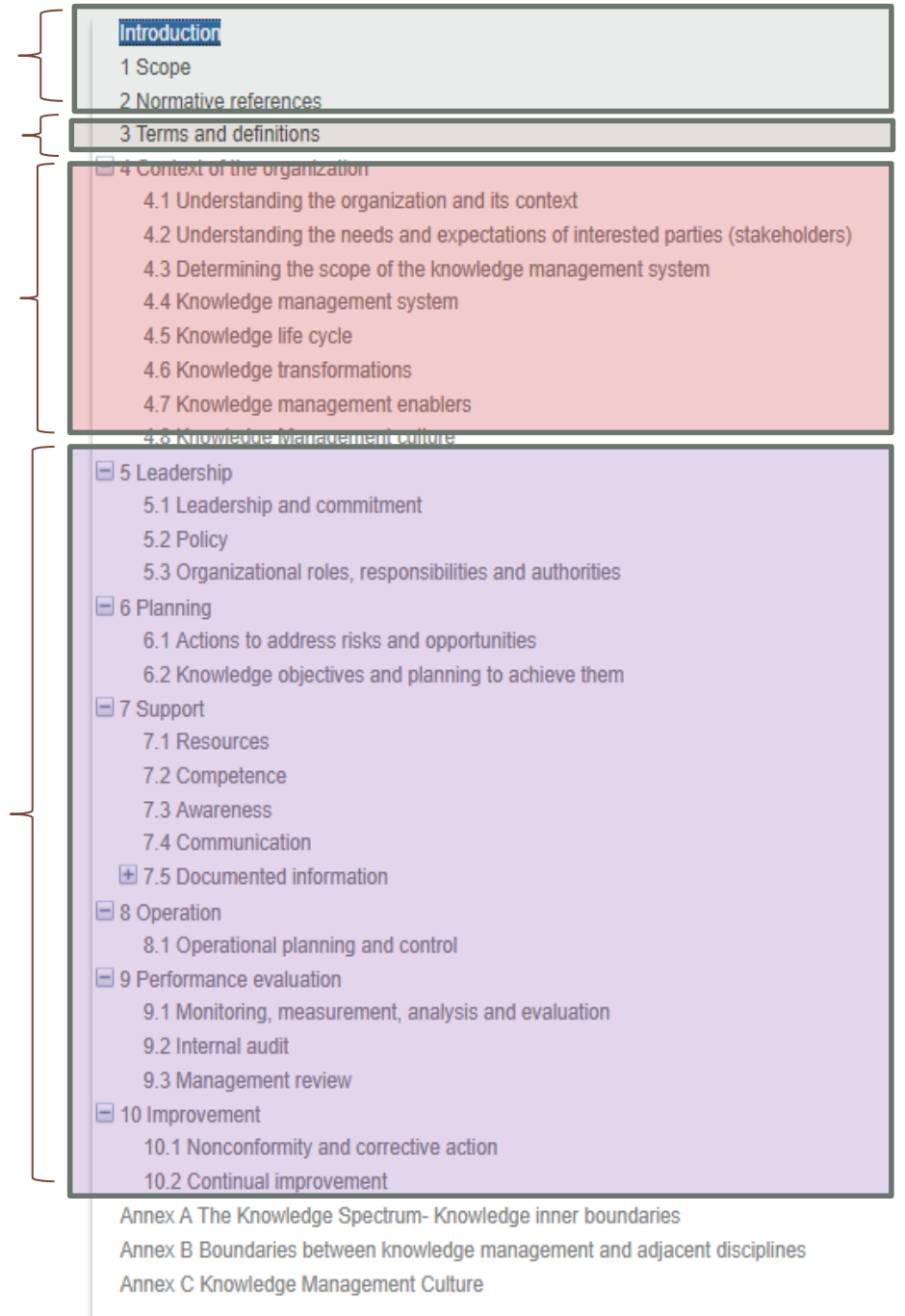
4.3 Scope of the KMS

Knowledge
domains

§ 4- Context of the organization – activities covered by the KMS



- Purpose and key principles
- Vocabulary
- Scope
- Means and conditions



Requirements for an integrated management system

§5 - Leadership

- Commitment, policy, roles, responsibilities and authorities

§6 - Planification

- Risques, opportunities and roadmap

§7 - Support

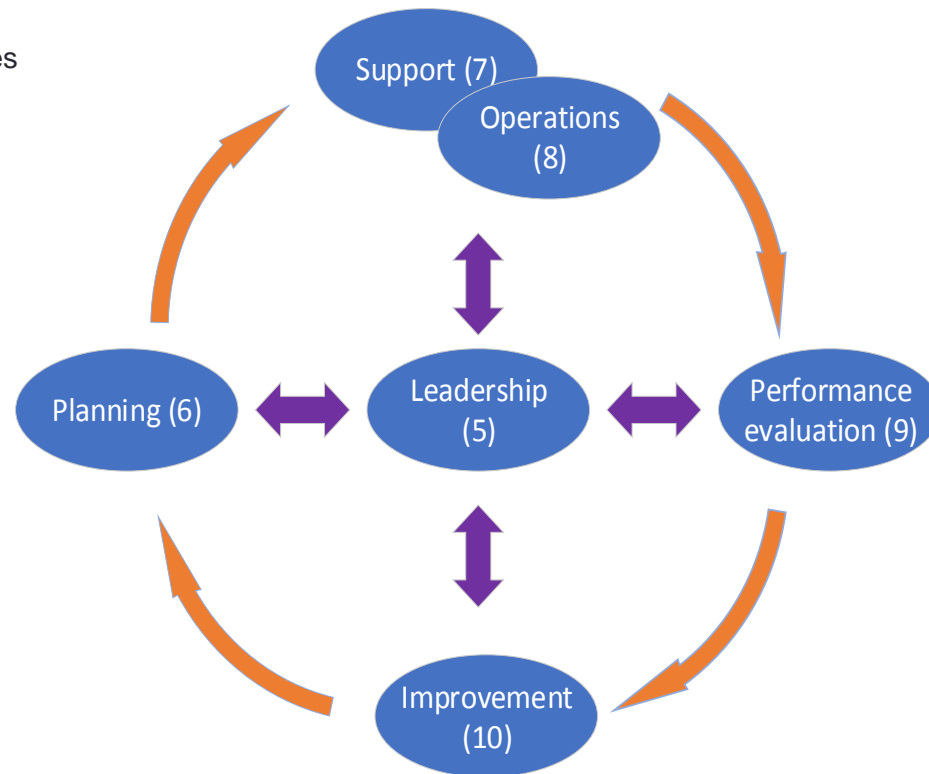
- Resources, competences and change management

§8 - Operations

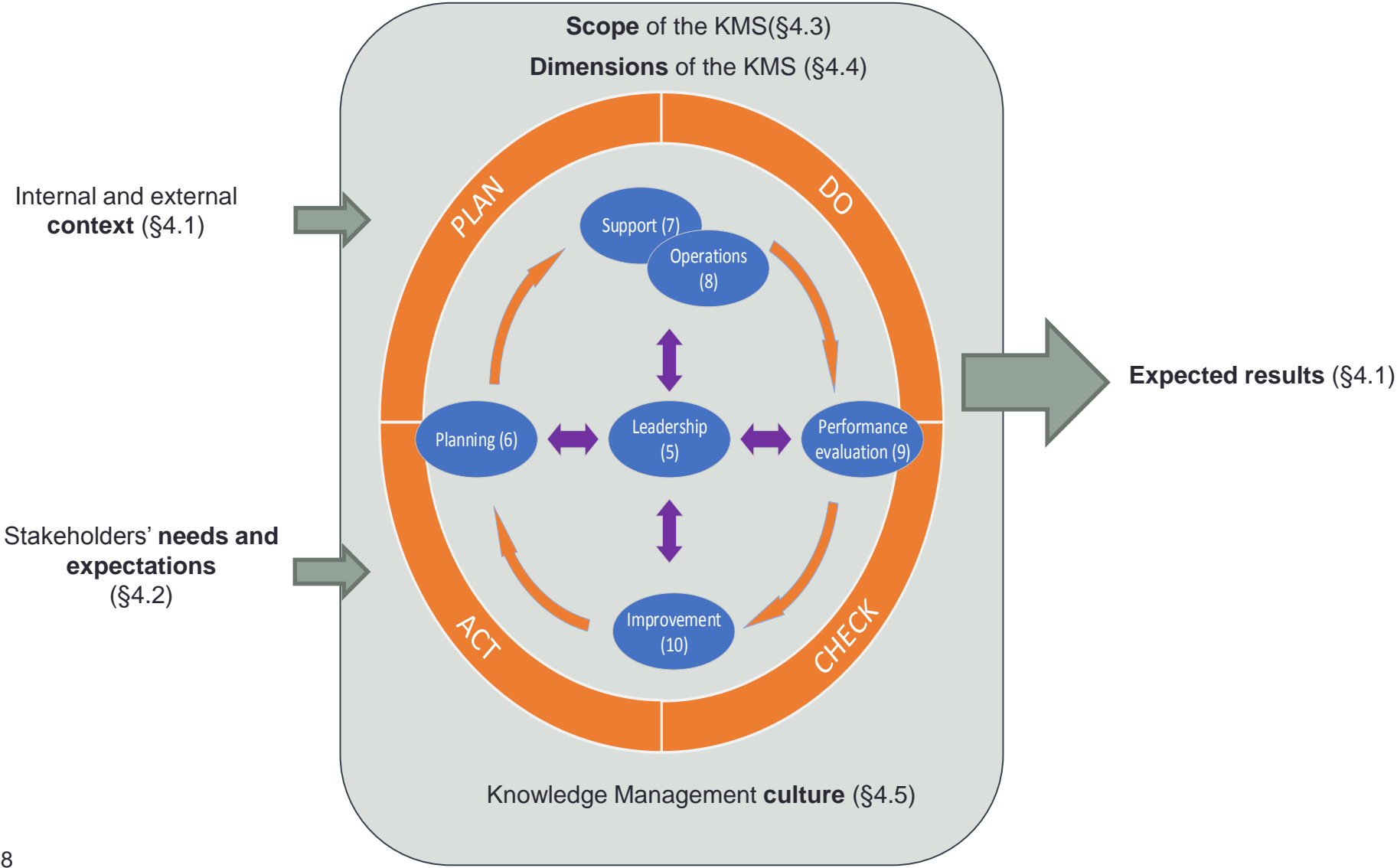
§9 - Evaluation des performances

- Monitoring, audit, management review

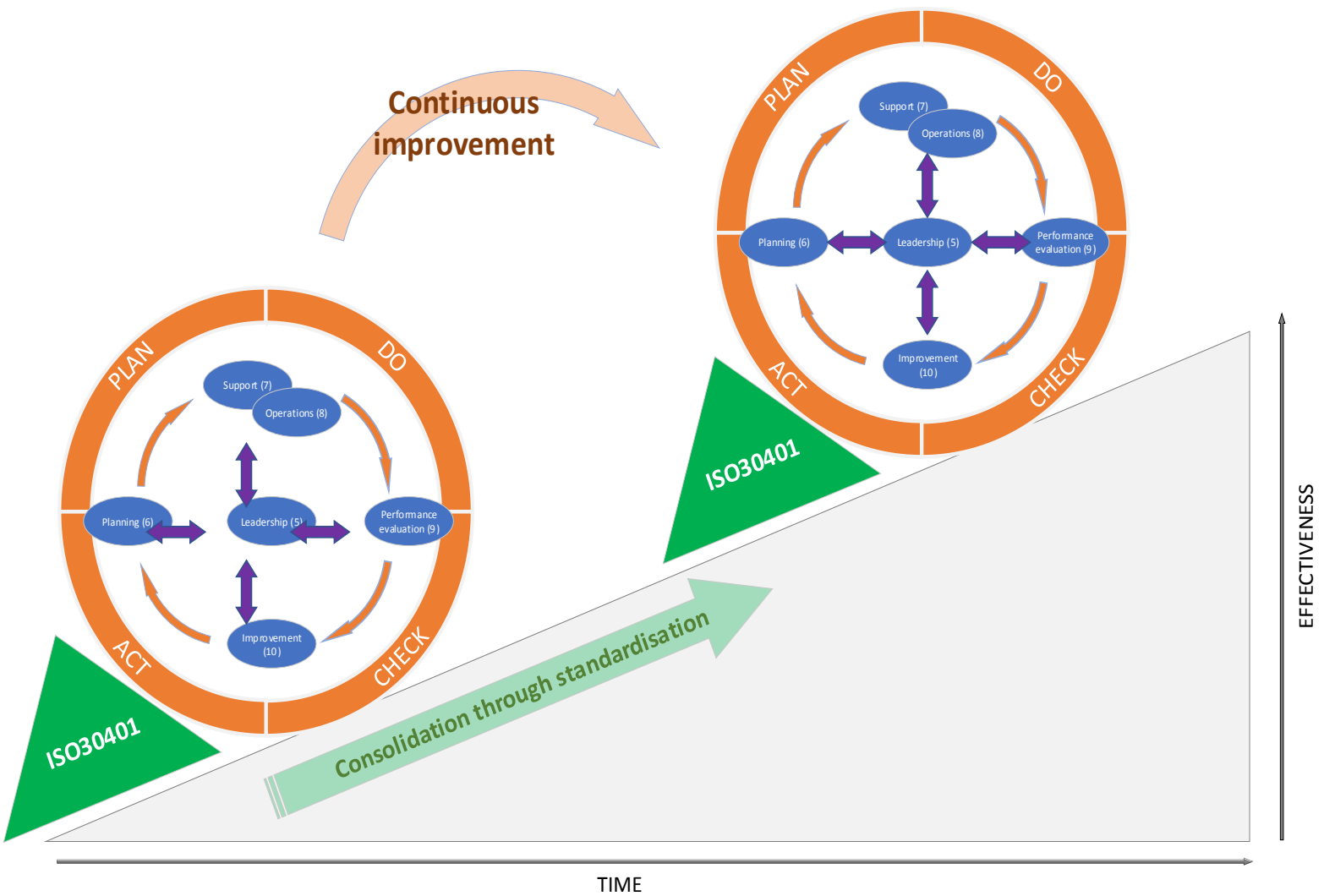
§10 - Improvement



From an integrated management system to systemic PDCA



Continuous improvement



Annexes

- Annex A – The Knowledge spectrum – the range of KM
- Annexe B – Relationship between KM and adjacent disciplines
- Annexe C – Knowledge Management culture

#3 - WHAT IS NEXT ?

Take away

A standard for all

- The requirements of the standards may be apply to any type of business and size of business.

.. to apply at our own speed

- The standard allows each organization to establish its own action plan for building or improving the knowledge management system.

without certification obligation

- The standard provides a framework.
- There is no obligation for an external audit.

who defines the What, but not the How.

- We define what we want to do and how to do it.
- KM Practitioners, let's share our "Toolboxes".
Beginners in KM, contact organizations that can help you.

Your questions

Thank you

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