



# **KMSA AWARDS FOR EXCELLENCE**

*Celebrating the Best of Knowledge Management*



***DRAFT FOR MEMBERS INPUTS AND APPROVAL  
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# TABLE OF CONTENTS

<b>1. BACKGROUND</b>	1
<b>2. INTRODUCTION OF KMSA AWARDS FOR EXCELLENCE</b>	1
<b>3. OBJECTIVES OF THE KMSA AWARDS FOR EXCELLENCE</b>	1
<b>4. BENEFITS OF KMSA AWARDS FOR EXCELLENCE</b>	2
<b>5. CATEGORIES OF THE KMSA AWARDS FOR EXCELLENCE</b>	2
5.1 KMSA Award for Leadership	3
5.2 KMSA Award for Good Practice	4
5.3 KMSA Award for Outstanding Student	6
5.4 KMSA Chairpersons Award	6
<b>6. KMSA AWARDS ADMINISTRATION</b>	7
<b>6.1</b> Awards Guiding Principles	7
6.2 Adjudication	7
6.3 Selection process	8
6.4 Frequency	8
6.5 Prizes	8
6.6 Marketing and Communication	8
<b>7. KMSA AWARDS GOVERNANCE</b>	9
<b>8. KMSA AWARDS TERMS AND CONDITIONS</b>	9

## **ABBREVIATIONS**

CKMM	Certified KM Master
CKMP	Certified KM Practitioner
CKMS	Certified KM Specialist
KM	Knowledge Management
KMSA	Knowledge Management South Africa
SAQA	South African Qualification Authority

## **1. BACKGROUND**

Knowledge Management South Africa (KMSA) is a non-profit voluntary association with the purpose to advance and promote the status of Knowledge Management while at all times acting in the interests of the constituency and the community the society serves. KMSA aims to develop the Knowledge Management profession and contribute to improved individual and organizational performance through effective management of knowledge and information resources.

KMSA aims to achieve the following strategic objectives:

- a) Raise awareness of the strategic nature and importance of Knowledge Management and its contribution to individual and organisational performance;
- b) Provide a framework within which members can achieve qualifications and maintain competence and value for themselves and their organisations;
- c) Ensure that members maintain the highest ethical standards in the pursuance of the profession;
- d) Provide a thought leadership and commentary on Knowledge Management to government/public sector, academia, private and the civil society;
- e) Facilitate the development and transformation of the Knowledge Management profession.

KMSA is in the process of applying for a South African Qualification Authority (SAQA) accreditation to function fully as recognized professional body involved in the education, training and development of the Knowledge Management profession. KMSA, through this professional recognition will contribute to the development of professional qualifications and the quality assurance of the delivery of the qualifications. Importantly, this accreditation will provide important national oversight into employment and skills development trends for the Knowledge Management profession.

## **2. INTRODUCTION OF KMSA AWARDS FOR EXCELLENCE**

Informed by the purpose to develop the Knowledge Management profession in South Africa and beyond, the KMSA is introducing Awards for Excellence. Awards are an important process that allows the profiling of good work, celebrating achievements and identifying and sharing good practices. By creating a deliberate system of recognizing and capturing good practices, it becomes a standard process over time to strive for excellence, understand shortfalls and seek to improve standards. In addition, the awards create a platform on which South Africans with excellent Knowledge Management practices can benchmark themselves to the rest of the world.

## **3. OBJECTIVES OF THE KMSA AWARDS FOR EXCELLENCE**

The KMSA Awards for Excellence is an annual awards programme that aims to achieve the following objectives:

- a) Identify and promote successful Knowledge Management initiatives that **improve development and performance of individuals and organisations**;
- b) **Raise the profile and importance of Knowledge management** and motivate Knowledge Management Practitioners;
- c) To provide **a platform to showcase** South African Knowledge Management to global audience and partners, share good practice, knowledge transfers and peer learning
- d) To contribute to the setting of standards and practices on Knowledge Management.

#### **4. BENEFITS OF KMSA AWARDS FOR EXCELLENCE**

The KMSA Awards for Excellence offers the following benefits to all that participate in the programme, including the Knowledge Management Practitioners and organisations from the public and private sector, academia and non-government sectors:

- a) **Identify and recognise** successful and highly impactful Knowledge Management good practices, innovations, and technologies that contributes to building individuals and organisations;
- b) **Develop a repository** of Knowledge Management good practices, innovations and technologies to promote peer and cross-sectoral learning;
- c) Identify opportunities for knowledge sharing, training, partnerships, and possible replication of successful initiatives of Knowledge Management;
- d) Provide KM Benchmark Framework for individuals and organisations to conduct a self-assessment and continuously improve, learn from successful Knowledge Management good practises, networks, and partnerships;
- e) **Showcase** Knowledge Management excellence and good practices at the KMSA Annual Convention;
- f) Build KM Leadership capability that provides coaching, mentoring, learning and development that arises from the KMSA Awards

#### **5. CATEGORIES OF THE KMSA AWARDS FOR EXCELLENCE**

KMSA Awards for Excellence consists of the following awards categories:

- KMSA Award for Leadership
- KMSA Award for Good Practice
- KMSA Award for Outstanding Student
- KMSA Chairpersons Award

## 5.1 KMSA Award for Leadership

<p>Awards Description / Purpose</p>	<p>KMSA Award for Leadership aims to acknowledge and honour Knowledge Management Practitioners' who embody exemplary qualities in leadership and vision, innovative thinking, management capabilities and integrity in the development and or support for Knowledge Management. The award sub categories are aligned to KMSA designations as follows:</p> <p>Certified KM Master (CKMM)</p> <ul style="list-style-type: none"> <li>• Certified KM Specialist (CKMS)</li> <li>• Certified KM Practitioner (CKMP)</li> </ul>
<p>Eligibility (Who can Apply?)</p>	<p>Fully paid members of KMSA who have gained one of the following designations:</p> <ul style="list-style-type: none"> <li>• Certified KM Master (CKMM)</li> <li>• Certified KM Specialist (CKMS)</li> <li>• Certified KM Practitioner (CKMP)</li> </ul>
<p>Selection Criteria</p>	<p><b>Certified KM Master (CKMM)</b></p> <p>Submissions must provide evidence of substantial impacts or changes in the following areas:</p> <ol style="list-style-type: none"> <li>a) Proven knowledge and understanding of the fundamentals of KM;</li> <li>b) Strategic contribution to KM profession through creation of new knowledge;</li> <li>c) Provide direction, leadership, championship, sponsorship and stewardship in support of KM;</li> <li>d) Shows a steadfast commitment to advancing the development of KM to meet current and future challenges;</li> <li>e) Keep abreast of new systems, technologies and developments in KM.</li> </ol> <p><b>Certified KM Specialist (CKMS)</b></p> <p>Submissions must provide evidence of substantial impact or changes in the following areas:</p> <ol style="list-style-type: none"> <li>a) Proven knowledge and understanding of the fundamentals of KM;</li> <li>b) Provide leadership and championship for KM.</li> <li>c) Contribute to the generation of new knowledge to build the Knowledge Management profession;</li> <li>d) Proven record of planning and implementation of large scale KM projects</li> <li>e) Build capacity for KM through the allocation of human, financial and technological resources</li> <li>f) Build and or support partnerships that benefits KM;</li> <li>g) Keep abreast of new systems, technologies and developments in KM</li> </ol>

	<p><b>Certified KM Practitioner (CKMP)</b></p> <p>Submissions must provide evidence of substantial impact in the following areas:</p> <ul style="list-style-type: none"> <li>f) Proven knowledge and understanding of the fundamentals of KM;</li> <li>g) Contribute to the generation of new knowledge to build the Knowledge Management profession;</li> <li>h) Support the partnerships that benefits KM;</li> <li>i) Support innovation and new technologies to improve KM.</li> <li>j) Keep abreast of new systems, technologies and developments in KM</li> </ul>
How to Apply	<p><b>a) Report:</b> Submit <b>no more than 15-page report</b> on how the candidate fulfils the selection criteria outlined above. The submission should be supported by several initiatives and/or projects that comply with the selection criteria. Only initiatives / projects already completed or with measurable impact will be eligible in support of the submission.</p> <p><b>b) Letters of References / Testimonial:</b> Submit no more than 5 references / testimonials showing the candidate's leadership ability, vision, skills, influence, and accomplishments that qualify the candidate for this award.</p> <p><b>c) Awards &amp; Recognition:</b> Add awards and recognition received elsewhere (if available).</p>
<b>5.2 KMSA Award for Good Practice</b>	
Awards Description / Purpose	The awards will afford Knowledge Management practitioners and their organisations the opportunity to present and affirm their good practise models therefore broadening the impact and enhance efficiency of Knowledge Management
Eligibility (Who can Apply?)	The award is open to all individuals and organisations from all sectors. KMSA membership is not required.
Selection Criteria & How to Apply	<p>Good Practices are defined as a collection of actions, approaches and methods that have proven most successful in achieving or contributing to an objective and that are shared with peers in order to contribute to collective learning. Some people prefer to use the term 'best practice' or "better practice". What is important is to document and share knowledge on what elements work or do not work, how they work, and why they work or not.</p> <p>Individuals and organisation must submit a <b>report of not more than 20 pages</b> that includes:</p> <p><b>1. Title of the Good Practice</b></p>

- Short description title, this can be accompanied by a short abstract.

## **2. Introduction**

The introduction should provide the context and justification for the practice and address the following:

- What is the problem being addressed?
- Who are the beneficiaries of the good practice (i.e. organisation, employees, community?)

## **3. Implementation of the Practice**

- What are the main activities carried out?
- Key implementers and collaborators?
- What were the resource implications?
- What skills were required to carry out the project?
- What tools and techniques were used?

## **4. Results of the Practice – Outcomes**

- What were the concrete results achieved in terms of outputs and outcomes?
- Was an assessment of the practice carried out? If yes, what were the results?

## **5. Lessons Learned**

- What worked really well – what facilitated this?
- What did not work – why did it not work?
- What proved difficult?
- What would be done differently?

## **6. Recommendations**

- Why should this be considered a good practice?
- Recommendations for those intending to adopt the documented good practice
- How can the practice help people working on the same issue(s)?

## **7. Awards and Recognition**

- List any awards and recognition already received by the practice.

## **8. Contact Details**

- Include contact details of the relevant officials who worked on the project.



	<p><b>9. Further Reading</b></p> <ul style="list-style-type: none"> <li>• If available, provide a list of references that give additional information on the project.</li> </ul>
<p><b>5.3 KMSA Award for Outstanding Student</b></p>	
Awards Description / Purpose	The KMSA Award for Outstanding Student will recognise and honour students who are have displayed distinctive leadership and meritorious service to the Knowledge Management profession.
Eligibility (Who can Apply?)	<ul style="list-style-type: none"> <li>• The student who is registered with an institute of higher learning studying towards an undergraduate or postgraduate qualification on Knowledge Management;</li> <li>• The student must be a fully paid up member of the KMSA.</li> </ul>
Selection Criteria	<ul style="list-style-type: none"> <li>• The student shall be recommended for the KMSA Award for Outstanding Student by the institute of higher learning they are registered and studying with;</li> <li>• Self-nomination is allowed supported by the institute of higher learning the student is registered with;</li> <li>• The student shall display distinctive leadership and meritorious service to the Knowledge Management profession. Examples of types of meritorious contribution includes the following: <ul style="list-style-type: none"> <li>a) Contribution to the Knowledge Management literature through scholarly and non-scholarly writing;</li> <li>b) Generation of new knowledge for Knowledge Management through postgraduate studies (masters and PhD);</li> <li>c) Displays distinctive leadership in support of the Knowledge Management profession;</li> <li>d) Participates in professional development opportunities provided by KMSA.</li> </ul> </li> </ul>
How to Apply	<p>a) <b>Report:</b> Submit <b>no more than 10-page report</b> on how the student fulfils the selection criteria outlined above from the institute of higher learning the student is registered with;</p> <p>b) <b>Awards &amp; Recognition:</b> Add awards and recognition received elsewhere (if available).</p>
<p><b>5.4 KMSA Chairpersons Award</b></p>	
Awards Description / Purpose	The KMSA Chairpersons Award will honour individuals and organisations that have enabled and supported the work of KMSA to achieve its objectives.
Eligibility (Who can Apply?)	Individuals and organisations that have enabled and supported the work of KMSA; KMSA membership not required.

Selection Criteria	Supported by the KMSA Board, the Chairperson will use the following criteria to select suitable candidates for the awards:  a) Significant contribution and or support of KMSA; b) Leadership in influencing change or new directions to benefit KMSA; c) Champions KMSA’s vision, goals and programmes; d) Enable, support and encourage cooperation and partnerships that benefits KMSA.
How to Apply	There is no application. KMSA will identify suitable nominees, deliberate and announce the successful honourees.

## 6. KMSA AWARDS ADMINISTRATION

The bulk of the work on the awards lies in the back-end process; that is, the structure, governance and management of the process. This section outlines the back-end processes, including the guiding principles, adjudication, prizes and awards timelines.

### 6.1 Awards Guiding Principles

The KMSA Awards will be guided by the following principles:

- a) **Innovativeness:** the extent to which services, products, programmes, projects, policies, models and approaches has been developed to address a major social, economic, environmental or governance issue;
- b) **Effectiveness:** the extent to which the initiative has achieved or is well on its way to achieve its stated objectives and governance and service delivery outcomes;
- c) **Replicability/Transferability:** the value of lessons learned from the initiative in inspiring others to adopt new policies or good practices;
- d) **Significance:** the importance or relevance of the initiative in addressing problems and issues facing local government.
- e) The extent of **organisational improvement** was/will be realised (capability improvement, savings, service improvement, extra business)
- f) Effective management of the **risk and challenges**
- g) The extent of **stakeholder satisfaction** (internal and external, customers, partners, etc.)

### 6.2 Adjudication

A panel of judges will be selected from a broad range of industry groups that collectively, have a broad range of experience in Knowledge Management and other disciplines (. i.e. leadership and technology). The judging panel will be independent of all submissions. Judges decisions shall be final and no correspondence shall be entered into.

### 6.3 Selection process

The following process will be followed in the selection process:

- a) **Screening:** Screening commences when the selection panel assesses that the received applications meet the minimum requirements and verifies applicant's employer where the Knowledge Management initiative was implemented.
- b) **Preliminary Assessment by Judges:** Each application will be independently reviewed by the judges and nominees will be shortlisted.
- c) **Presentations:** If required, the judges will conduct interviews (virtual or face-to face) with the selected nominees to present their submissions and provide clarity if requested.
- d) **Verification:** Site visits/confirmation calls or emails might be randomly conducted to gather more information to support the submission.

### 6.4 Frequency

It is recommended that the awards be held annually to build momentum and currency. The awards cycle and times are to be determined

<b>Open for Submission</b>	<b>Closing Date</b>	<b>Selection &amp; Adjudication</b>	<b>Awards Presentation Ceremony</b>
TBC	TBC	TBC	TBC

### 6.5 Prizes

Prizes will include recognition certificates and goods in kind that will enable and support winners to continue with their programmes / initiatives.

### 6.6 Marketing and Communication

A critical element of the awards is the publicity. Recognition takes place through active involvement of the promotional activities and publicity. A marketing and communication plan will be activated throughout the awards process to ensure the recognition element receives maximum effect.

## **7. KMSA AWARDS GOVERNANCE**

It is recommended that the **KMSA Awards Committee** be established to oversee the planning and implementation of the awards programme. The Committee must be chaired by the KMSA board member, and undertake the following roles and responsibilities:

- a) Provide strategic direction and management of the KMSA Awards for Excellence
- b) Manage the awards programme scope, and consider changes in light of emergent issues;
- c) Mobilise resources required; monitor and review programme implementation progress, manage risks and change;
- d) Facilitate and support the conclusion of partnership and sponsorship agreements;
- e) Develop communication and marketing plan;
- f) Host the KMSA Awards for Excellence during the KMSA Convention;
- g) Conduct review and make improvements.

## **8. KMSA AWARDS TERMS AND CONDITIONS**

The following Terms and Conditions shall apply:

- a) There is no application fee, entry is free of charge.
- b) By submitting an application for this competition, the applicant fully recognizes and agrees to adhere to the rules, processes and selection criteria of the KMSA Awards for Excellence.
- c) KMSA Board members and employees of the management company are excluded from participating in the KMSA Awards for Excellence.
- d) Honorees and successful projects may be asked to participate in the sharing of their programmes and lessons at KMSA platforms and promotional opportunities;
- e) Entries that are incomplete or illegible will not be valid;
- f) KMSA reserves the right to cancel the awards in the case misrepresentation or illegal activities found in the submission
- g) KMSA and any of their agents or partners will not be liable for costs of taking part in the KMSA Awards for Excellence
- h) The decision of the adjudication panel shall be final and no correspondence will be entertained.