

KM STANDARDISATION PANEL

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INTRODUCTION

- Digital transformation sweeps through human development space, in particular, learning and development (L&D)
- We all agree Tacit knowledge is the most important and relevant type of knowledge that drives performance, increases resilience and weaves a culture of innovation into the very bedrock of an organization.
- KM do so by helping organisations build on their internally generated knowledge and unlock internal knowledge which in the main is relevant to their current and future situation thereby closing the skills gap.
- What makes it even more powerful is the ability to democratise expertise (tacit knowledge) thereby making easier for employee of a specific organisations to seek, sense and share their knowledge and act as a network that facilitate informal learning process.
- The ISO 9000: 2015, section 7.1.6 - determine what knowledge the organisation ought to know and develop. These activities are to be assigned to a dedicated team of professional practitioners to:
 - Identify the required knowledge necessary for the business; processes and the conformity of products/services;
 - Maintain and disseminate knowledge; and
 - Identify how to acquire or to access to required extra knowledge.
- Then ISO:30401 (2018)

SEVEN FEATURES OF ADOPTION FOR KM STANDARDS IN SOUTH AFRICA



Determining the Requirements:

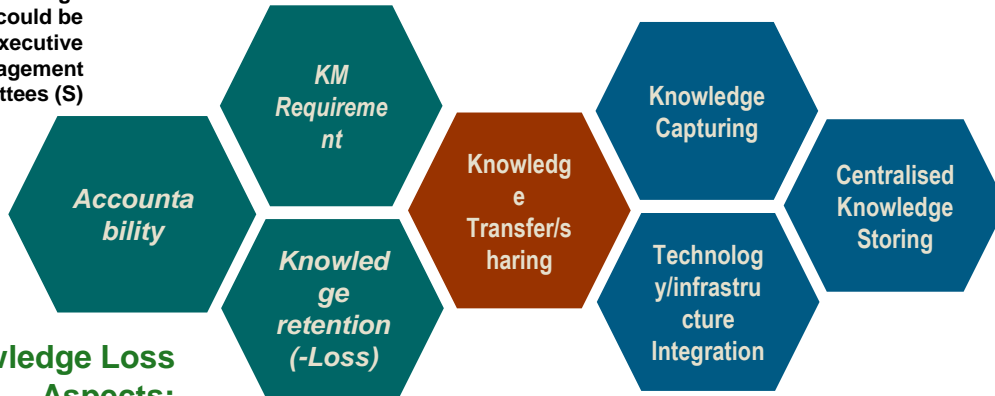
HR and L&D Business Partner to gather KM requirement from business and client facing (O)

Knowledge Capturing:

Captured in ways that make them re-usable (S)

Central Knowledge storage

Retaining, and Storing Current Knowledge Stored in structured ways to enable people to find them easily and thus available when needed (O)



Accountability:

Sit at the office of the CEO (as the Chief Knowledge Officer) and could be delegated to the Executive and Management Committees (S)

Accountability

KM Requirement

Knowledge retention (-Loss)

Knowledge Transfer/sharing

Knowledge Capturing

Technology/infrastructure Integration

Centralised Knowledge Storing

Knowledge Loss Aspects:

Top Management, Senior Management, and Middle Management are managing the greatest risk – Knowledge retention loss (S)

Knowledge Transfer/sharing Obligations:

Ensuring that outsourced processes are controlled and align with the KMS (O)

Technology Integration:

ISO 30401.4.4.4,
ISO 30401 4.5)
Technology and Infrastructure Benchmarking?? (O)

THANK
YOU



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