



Key KM Program Success Points

The TKCI KnowledgeCompass® Methodology focuses on the holistic organization. Key KM Program 'Success Points' include:

Organizational Memory: The key goal of an effective KM Program is the ability for workers to quickly access and obtain unrestricted use of the information and knowledge that colleagues have acquired and enriched in the course of their business interactions. This requires that employees enthusiastically contribute to the enterprise's organizational memory via lessons learned and best practices data bases. A potential barrier to KM success is absence of appropriate incentives for staff to share their know-how. Successful KM helps people support knowledge collaboration, and transfer as part of their daily work activities. For example, the support and promotion of blogs, wikis, and internal discussion forums where valuable contributors receive recognition and reward are viewed as a best practice by market leaders.

Optimized Information Access: Improved search and file processes that locate information according to meaningful content tags, is a critical success factor for effective KM. (internal or external searches). In a successful KM Program, the search facility is made available across all enterprise applications and devices, and embedded and invoked from within standard business and support processing applications.

Knowledge Workers Identification: Meaningful expertise and know-how typically exists throughout an organization without regard for formal roles and divisions of labor. Effective KM provides techniques to locate and engage the most appropriate people with the needed information and knowledge, including expertise identifiers that are built into the organizational contacts directory.

Mentoring & Coaching: Successful KM encourages workers to share information and knowledge with colleagues. For example, real-time communication via instant message (IM), online meetings, blog comment threads, and remote application-sharing sessions provides direct opportunities for dialogue and knowledge transfer (Explicit to Tacit Knowledge Conversion).

Knowledge-Driven Innovation & Creativity: An effective KM Program embeds key information and knowledge into the mission-critical processes. At each point in the process, participants have access to the people and information they need to maximize their contribution and take the correct actions. All knowledge within the business can be brought to bear on problem-solving. This leads to innovative solutions that incorporate the best, most up-to-date expert and stakeholder collaboration.

Customers as Knowledge Assets: Effective KM enables workers to customize customer content according to their specific individual needs. When information and knowledge is accessible and pervasive across the total organization they can create dashboards and real-time email or mobile device alerts into personalized knowledge workspaces and provide customer-facing workers a single view of their relationships for improved service experiences and delighted customers.

People as Process Enablers: It is improbable to craft a business process that anticipates every potential outcome and decision point. Successful KM companies celebrate workers as a key components of their structured processes and empower them to access the information and knowledge they need in a more flexible and responsive manner. When people are empowered as a component of process-driven work activities, businesses can achieve the economy of structure, combined with the responsiveness and adaptability that only people can provide within a successful knowledge-centric work environment.

Knowledge-Centric Decision-Making: Business Intelligence (BI) provides a holistic view into enterprise-wide information and knowledge to support effective decision-making. Best-in-Class companies typically invest in holistic BI solutions with consideration of the total knowledge ecosystem.

KM & Metrics & Measurement: Productivity gains from employee collaboration are difficult to quantify in a complex business environment. However, by centralizing the knowledge infrastructure, organizations not only obtain the benefits of efficient information search and transfer, but also the ability to observe and measure patterns of search, communication, collaboration, contribution, and process performance.

