2010

KNOWLEDGE PERFORMANCE IMPROVEMENT

Winning with Knowledge INSPIRED Advice

SMARTER KNOWLEDGE PERFORMANCE

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1. Introduction

The Kaieteur Institute for Knowledge Management is an independent organization, based in Toronto Canada, and operating globally.

We are a management consultancy, research think tank, applied knowledge lab, and knowledge practices network.

We provide strategic management consulting services.

We provide educational services.

We also conduct advanced multi-client research and market advisory services.

Our mission is to help clients receive the most value, optimal knowledge performance, and enhanced profit from their investments in knowledge capital. This also includes human capital, relationship capital, structural capital, intellectual property, and intangibles assets.

We provide high trust, competent, and powerful advice to our clients.

We specialize in helping clients to:

- **Network** knowledge assets, improve creative ideation, collaboration, organization, exchange, learning, protection and exploitation of available knowledge resources

- **Leverage** knowledge management processes, tools, and techniques, to achieve sustainable business advantage

- **Accelerate** the acceptance, adoption, implementation, and utilization of knowledge management

- **Make wise investments** in knowledge management methods and technologies so as to improve results in marketing, sales, customer service, knowledge economy development, entrepreneurship, and innovation programs.
2. The Need for Action

Knowledge Management Implementation

Our goal is simple - to contribute to your realization of smarter, faster, and better planned and executed KM initiatives.

The Challenge

It can be difficult to implement KM successfully in any organization.

Many initiatives start off with great promise. Many also under-perform. Some fail to deliver the targeted results, or simply end up stagnating.

The Opportunity

Fortunately there are ways to improve your chances of success. You can arrange for an independent performance improvement review. This will provide rapid, intelligent, and honest feedback. It can help you to enter the zone of peak performance. You will have a better shot at:

- **Optimizing** the return on investment in your knowledge assets.
- **Clarifying** those areas for dramatic improvement.
- **Resetting** the compass of your program for success.
- **Refocusing** on the delivery of amazing results.

Moreover you will also receive many constructive suggestions and practical ideas. They can contribute to your KM project becoming more effective, sustainable, and profitable.

Avoid Pitfalls

In a review of over 100 KM projects, researchers concluded:

“... the business impact of most knowledge management or learning organization programs is modest at best. We estimate that about one-sixth of these programs achieve very significant impact within the first two years; half achieve small but important benefits; and the remaining third -- the failures -- have little business impact.”

The Solution

We can definitely help you to increase the effectiveness and success of your knowledge management program. We offer to conduct a smart, rapid, rigorous, effective, and independent assessment.

3. The Value Proposition

There are many benefits to having an external and independent performance improvement review.

Major benefits include:

- **Deliver ROI** on your investment in KM. We look for ways to help you save valuable time and money, improve project satisfaction, enhance revenue potential, better preserve, and optimize knowledge assets.

- **Energize and revitalize** your knowledge management program.

- **Compare** how well you are doing in relation to best practices of others.

- Receive **fresh thinking and ideas** on how to make your project move faster.

- **Save money** by learning how to accelerate your KM initiatives.

- **Improve perceptions** by senior management of your knowledge leadership and stewardship.

- **Identify strengths, gaps, impediments, risks, and vulnerabilities** which may not be currently obvious. Avoid blind-spots.

- **Improve** the prospect of your KM initiative becoming a really excellent initiative.

- **Break through change barriers** with suggestions on how to use little known but proven techniques that work magic.

- **Provide a repeatable methodology** so that further comparisons and adjustments can be made in the future.

- **Gain new knowledge** from the assessment. It can be used to adjust priorities, and make sound business decisions moving forward.
4. Some Questions for Your Consideration

It is worthwhile asking these key questions:

- How effectively is your current KM program? Is it in truly delivering value to the enterprise?

- Is your KM program helping your company to be more profitable?

- Is your KM program making the most effective use of existing technology investments?

- Is your KM program supported by a strong and appropriate organization?

- Is your KM program allowing you to deliver superior service to customers?

- Are you attracting and retraining the best talent with your KM initiative?

- Is the knowledge prowess of your organization being converted into market facing intangibles benefits – such as having a positive image, reputation, & market leadership?

- Are you getting a great return on investment from your KM program?

- Is your KM program organizing, creating, and exploiting the significant knowledge assets of your organization?

- Are you adequately protecting your company’s critical knowledge assets with your current KM program?

- How well are you doing in relation to others in your industry sector, competitors, or comparable organizations?

- How well are you performing relative to known global best practices?

- How ready and prepared are you to take advantage not just of present best practices but also of new emerging next practices?
5. Our Knowledge Performance Improvement Review

We will complete a highly focused and rapid assessment of your knowledge management program. This will be for a specified period. We address the following 10 important dimensions. We know exactly what questions to ask and what to look for. This is based on our powerful proprietary toolkit. It contains compelling sets of key performance indicators.

We examine:

- Knowledge Strategy & Planning
- People, Culture, Networks & Community
- Knowledge Processes
- Knowledge Infrastructure
- Technology For KM
- KM Techniques, Methods, & Practices
- Knowledge Asset Optimization
- Performance Monitoring & Measurement Systems
- Knowledge Innovation
- Knowledge Transformation & Change

Deliverables

After a rapid review, you receive a professional and concise report.

It will give you greater insight into how well your KM program currently is performing.

We will pin-point many areas for possible improvement.

Also you will obtain many practical and actionable ideas which you can put to effective use immediately.

We will share with you many insights, little known techniques and tricks of the trade which will give you an implementation edge.
6. How the Knowledge Performance Improvement Review Works

Preliminary Steps

Before we start, we adapt our rating and assessment software templates to suit your business context. We adjust the weighting and scoring to reflect your business and market conditions.

We work out with you, the scheduling and sequencing of meetings, interviews, and the choice of any questionnaires, or on-line surveys we plan to use for this engagement.

Generally we will chunk the assessment into manageable sections as outlined below. The example assumes for illustration, a five day engagement for a smaller firm:

Day One
Knowledge Strategy & Planning
People, Culture, Networks & Community

Day Two
Knowledge Processes
Knowledge Infrastructure

Day Three
Technology for KM
KM Techniques, Methods, & Practices

Day Four
Knowledge Asset Optimization
Performance Monitoring & Measurement Systems

Day Five
Knowledge innovation
Knowledge transformation & change

Results
The results are then compiled into a concise assessment report which is submitted to you within the next week to 10 days.
At the end of our review we present our findings in a focused and concise executive report.

The knowledge performance improvement review contains the following sections:

**Sample Table of Contents**
- Executive Summary
- Introduction to our findings
- Overall Knowledge Performance Rating
- Performance assessment by major category
- Strengths of the current program
- Weaknesses of the present initiatives
- Opportunities that can be better exploited
- Risks that need to be addressed
- Recommendations
- Summary conclusions

**The Investment**

- **Standard Fee**
  The basic cost of the five day is priced according to the size and complexity of your organization.

- **Other Expenses**
  Any additional expenses such as travel and accommodation are billed extra at cost.

- **Adjusting For Large Scale**
  For large organizations we recommend the assignment of a small team of our consulting resources

- **Terms**
  Our terms include a 50% payment up front. The balance will be due upon completion of the assessment, submission of the report, and full client satisfaction

- **Satisfaction Guaranteed**
  We are confident that we will do a great job for you. We guarantee you will be satisfied with the results.
8. Our Unique Capabilities

We have developed over the years unique and deep smarts in knowledge management. We specialize in this field.

Experience

We bring a wealth of experience to any organization. We know exactly what questions to ask, and why. We have identified knowledge patterns that act as markers. They amount to a "success signature" for KM projects.

Powerful Toolkit

We employ advanced predictive models, frameworks, and methodologies which leverage the latest understanding and new thinking in KM.

We bring not just knowledge of state-of-the-art KM “best practices” but also emerging “next practices”. They may be less familiar but can provide you with a distinctive edge as you move into the future.

Smart Knowledge Indicators

We have a well thought out system of relevant performance indicators which we have specifically developed to assess the efficiency and effectiveness of any organization’s knowledge strategy.

This system allows us work with you to rapidly and accurately calibrate the strengths and weaknesses of your organization’s current KM capabilities.
Our Smarter Knowledge Performance assessment framework provides a balanced and well integrated set of evaluation metrics:

**SMARTER KNOWLEDGE PERFORMANCE**

![Diagram of smarter knowledge performance assessment framework]

- Knowledge Performance Assessment
- Knowledge Benefits Choice-Board
- Knowledge Strategy Assessment
- Knowledge-Based Business Model Design Choice-Board
- Knowledge Performance Indicators
  - Human Capital Indicators (Business, Strategy, Entrepreneurship, Economy)
  - Relational Capital Indicators (Culture, Communities, Networks)
  - Structural Capital Indicators (Organization, Technology, Environment)
- Knowledge Value Innovation Indicators
- Knowledge to Profit Pattern Indicators
- Knowledge Market Indicators
- Future Knowledge Readiness Indicators
- Knowledge Risk Indicators
- Intellectual Property Indicators
- Knowledge Innovation Zone Indicators
- Knowledge Network Indicators

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9. Our Knowledge Markets Network

Our network extends to some of the best minds and practitioners working in the Knowledge Management field today. We collaborate and share knowledge resources as the need arises. We also have a shared interest and ongoing passion for knowledge markets. This brings extended reach and richness to our knowledge base. We have access to an amazing global talent pool. We operate as a virtual knowledge network. When you engage our services, you also gain access to the advanced thinking which circulates in our smart knowledge network.

The Entovation International Inc - Global Knowledge Leadership Network

We are privileged to also be active ongoing participants in the global knowledge leadership network led by Debra Amidon.
10. **Contact Information**

To make arrangements for an assessment, please contact:

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