

KNOWLEDGE MANAGEMENT

Management with
knowledge as a focus.

A systematic approach to
learning as part of the
business cycle. A set of
accountabilities, processes
and technologies, set
within a governance
framework, to support
improved future
performance and better
decision making

KNOCO LIMITED

One of the world's most
experienced specialist
knowledge management
(KM) and organisational
learning consultancies.



Knoco Limited Services Brochure

2013/14

Service wheel

Our Knowledge Management (KM) services cover all aspects of the KM spectrum, as shown on the wheel below, from the level of Strategy, right down to facilitation of key KM processes.

Knoco Ltd

As independent consultants, Knoco has been delivering KM services to a wide range of industries and organisations since 1999.

With representation in 10 countries, we can work anywhere in the globe and have experience working in many different national cultures.

For more details of any of these services, contact Knoco by email at

contact@knoco.com

or visit our website to find details of your local Knoco representative

www.knoco.com

Lesson learning

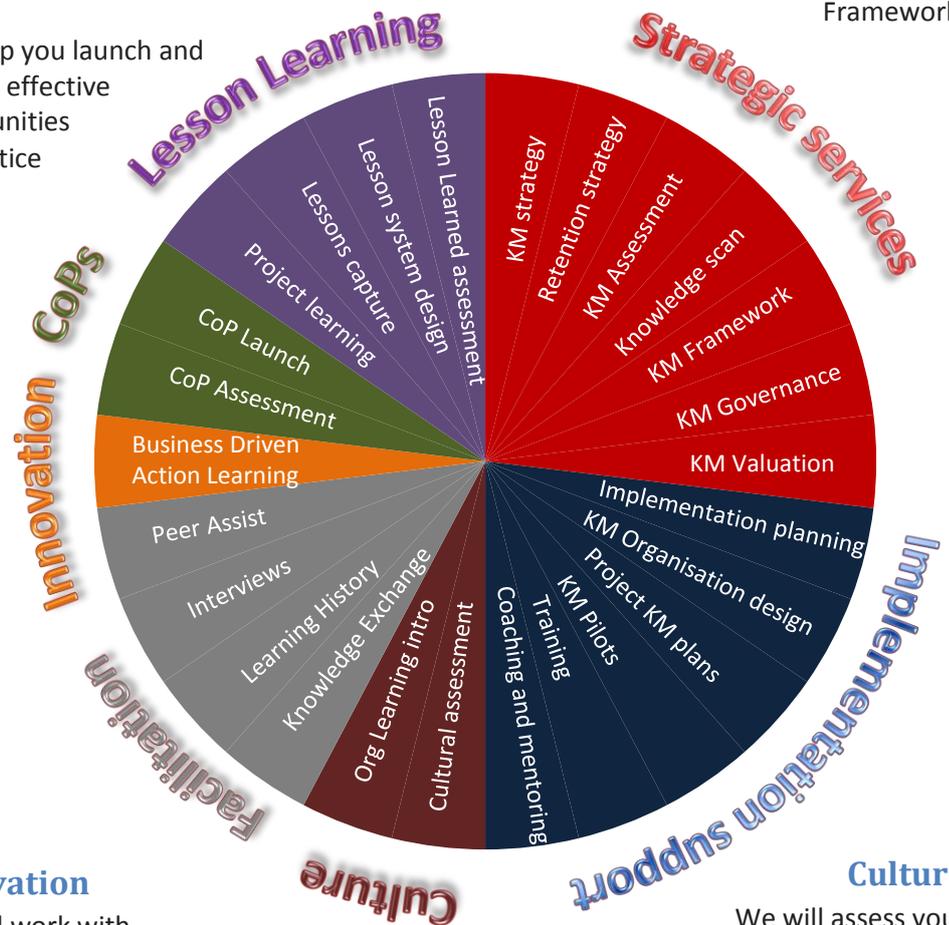
We help you assess and develop effective lesson learning systems and offer lessons capture facilitation

CoPs

We help you launch and sustain effective communities of practice

Strategy

We help you get started on your KM journey by assessing the current state, developing a business-led strategy, and by designing a KM Framework



Innovation

We will work with you to develop innovation processes

Facilitation

We offer skilled facilitation for the whole range of core KM processes

Culture

We will assess your organization and help you promote a learning culture

Implementation

We will work with you to pilot and implement KM

Service details

What our customers have said

"Nick Milton, his partner Tom Young, and his colleagues at Knoco have been indispensable in helping BP craft its new approach to KM as well as help create and deliver the training program that goes with it. I use Knoco as my first choice in a KM consultancy, on either side of the Atlantic. Five stars out of five".

Walt Palen, BP

"When Pan American Energy wanted to set a KM System, it contacted Knoco as consultants. They did an excellent job because they helped us to learn how to set a KM system, based on the company's objectives".

Hernan Oberlander, PAE

Knoco provided a tremendous service to my team and the wider organisation during my time in knowledge management at the BBC.

"Knoco provided the full range of services from helping us to think through our strategy to providing point support with individual KM projects. Unlike many so called 'KM experts', Knoco's advice is based on sustained experience of implementing KM in many different companies and contexts."

Claire Chaundy, BBC

Strategy

Knoco offer a range of strategic services, to help deliver business success from your KM program. Clients often select a number of these services in the early stages of their program.

Assessment and benchmarking

The first step in KM is to assess the current status - to see what is already being done, what works well, and where the barriers and gaps are.

Knowledge scan

Not all knowledge is of equal value. A knowledge scan identifies and high-grades the knowledge topics in most need of attention.

KM strategy

Implementing KM should be done in the context of an agreed KM strategy that is aligned with the current business strategy and priorities.

Knowledge retention strategy

The risk posed by an ageing workforce is a huge issue for many industries. A knowledge retention strategy is an approach to reducing this risk.

KM framework

With a management framework, KM can take on the aspects of other management systems, and be made part of normal business, rather than relying on a disparate set of tools.

KM valuation

A business case, with an understanding of value, is important in the early stages. If you understand the value, you understand how much you can justify investing.

KM governance

Governance consists of the aspects that ensure long term KM success - leadership, support, metrics and performance management. We help you put these in place.

Implementation

Through our support services listed below, we share our knowledge and experience with you, enabling you to apply the lessons and principles from successful KM programs.

Implementation planning

We work with you to create a realistic and achievable Implementation Plan for your KM initiative, designed to introduce the KM framework through the use of Change Management principles.

KM organisational design

An important part of KM planning is to get an idea of the organisational structures that will need to be in place and the roles and accountabilities which will drive and support KM.

Project KM plans

Using our proven KM planning methodology, we will work with a major project team to map out the learning and knowledge management they will need to apply in order to deliver a successful project.

KM pilot projects

We will work with you to select and deliver pilot projects that will serve as the template for other projects and applications in your organization and as a proof of concept for KM.

KM training

We offer training across the whole range of KM functions, tailored to the specific needs of your KM team and the wider organisation.

KM coaching and mentoring

We have acted as guides, mentors and partners to very many KM successful implementation projects, and this experience is available to you, through ongoing coaching and mentoring.

Service details continued

What our customers have said

“Knoco helped us raise the profile of our new KM project and kick start activity with our Directors. They returned to help us with training and workshops across the organisation. Their easy going, accessible approach combined with fantastic experience was highly valued by everyone they worked with. They left us with a fantastic legacy to build on. I can highly recommend them”.

Fred Paterson, National College of School Leaders

“From a principled understanding of information capture and knowledge exchange, Knoco has a passion for its subject and a compassion for the people it leads, advises, manages and influences. Knoco elegantly transcends and reinterprets traditional concepts of company and organisation”.

Simon Reay Atkinson, Captain, RAN (Reserves) at Royal Australian Navy

“Having worked with Knoco on the Learning from Experience program at AstraZeneca, I can vouch for their practical, real-world guidance for applying knowledge management principals to industries such as pharmaceuticals. And they're great people to work alongside with”.

Alison Zartarian, AstraZeneca

Lesson learning

Knoco offer a range of services to support your lesson learning aspirations

Lessons learned system assessment

We assess the current state of Lesson Learning in your organisation, and identify the gaps that need to be filled in your system.

Lessons system design

We help you design an effective lessons learned system, involving processes, accountabilities, and lessons workflow.

Lessons capture services

We offer you the highest quality lessons capture service, using skilled facilitators with many years experience in capturing and documenting lessons from major projects.

Lessons analysis

An analysis of the lessons collected from your organisation helps identify the systemic weaknesses and the common pitfalls which may hamper your organisation's performance.

Project lessons system

We help you design and implement learning within your major projects, to help them learn within the project (in addition to the cross project learning described above).

Communities of Practice

Community launch

We help you get your communities of practice (CoP) off to a flying start, through a tailored launch event.

CoP maturity assessment

We check and track the health of your CoPs, to track their maturation over time.

Training for CoP leaders and facilitators

We can train and coach your leaders and facilitators in the effective operation of CoPs.

Innovation services

One of the more surprising results from studies is that innovation is a process. We call this process "deep dive" - based on the principles of business-driven action learning.

Organisational learning

Culture can be a strong supporter of KM, or a huge barrier. We offer three services to help you better understand your culture and how it can be measured, influenced and changed.

Learning culture introduction

We offer a short introductory workshop introduces the concept of the learning culture and the features that help or hinder its growth.

Learning culture audit

We conduct a robust analysis to enable you to identify your organisation's existing learning culture, and to act as a baseline to measure change.

Learning culture follow-up

Based on the outcome of the audit, we work with you to develop action plans for cultural development.

Facilitation services

In Knoco, we have many years of experience of facilitating KM processes. Specific KM processes include the following:

- After Action Review
- Peer Assist
- Lessons Capture
- Knowledge Exchange
- Knowledge Handover
- Knowledge Markets
- Learning history
- Interviews
- Community of Practice launch

Starter services

Some of our publications

Designing an Effective KM Strategy; A Guide for the Professional Knowledge Manager. Nick Milton and Stephanie Barnes, Information Today

The Lessons Learned Handbook: A Practical Knowledge-Based Approach to Learning from Experience. Nick Milton, Chandos Publishing

Knowledge Management for Teams and Projects. Nick Milton, Chandos Publishing,

Aligning People, Process and Technology for Knowledge Management Stephanie Barnes, Ark Group

Performance Through Learning: Knowledge Management in Practice. Edited by Carol Gorelick, Nick Milton & Kurt April, Elsevier,

Knowledge Management for Sales and Marketing. Nick Milton, Tom Young, Chandos Publishing

Knowledge Management for Services, Operations and Manufacturing. Tom Young

Some of our clients want to "start small" with knowledge management; either because they are small companies or small divisions within larger companies, or because they don't want to commit too much expenditure without testing the market.

If you are interested in taking some small first steps in Knowledge Management while still adding real value, the services on this page are designed for you.

KM assessment by survey

Using data collected through a detailed survey of your staff, we assess the current state of knowledge management within your organisation, and identify all the missing elements of the knowledge management framework.

KM assessment, one-day workshop

Using data collected through a one-day workshop, we assess the current state of knowledge management within your organisation, identify all the missing elements of the knowledge management framework, and suggest a list of actions for closing the gaps.

KM strategy by survey

Using data collected through a survey of your management staff, and telephone conversations with your knowledge management team, we propose a KM Strategy for your organisation, aligned with the corporate strategy and the business drivers.

KM strategy one-day workshop

Through a one-day workshop, we work with you to create a Knowledge Management Strategy for your organisation, aligned with the corporate strategy and the business drivers.

Knowledge audit survey

Using data collected through a survey, we rank your knowledge topics according to their Management needs, identifying and prioritising those topics in most need of knowledge management.

Organisational Learning survey

Using data collected through a survey, we identify your cultural strengths and weaknesses in terms of organisational learning, and highlight the cultural areas where you most need improvement.

Introductory Knowledge Management Workshop

In a one-day or half-day workshop led by one of our directors, we introduce to you the topic of knowledge management, demonstrate how it works in organisations like yours, identify the value it can deliver for you, and take the first steps towards developing a KM strategy and action plan.

KM proof of concept

In a short, targeted piece of work, we demonstrate the power of Knowledge Management in action, to you and to your management.