KNOWLEDGE READY ORGANISATION (KRO) AWARDS INFORMATION KIT

Are You Knowledge Ready?
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PRESIDENT’S MESSAGE

Good day,

The Knowledge Management Society (KMS) has been established in Singapore for the past 18 years. As a non-profit society that serves as a thought leader of KM in Singapore and at the global level, we remain committed to being a connector for organisations and individuals of Knowledge Management matters.

The KRO was created by our past president Dr Karuna Ramanathan in 2014 through 2015, with the aim of developing and providing a KM framework for Organisations to better assess their readiness in order to succeed in the volatile and uncertain environment that they operate in.

KMS, first worked with Dr Madanmohan Rao and later Dr Arthur Shelley, both who were engaged as consultants. Dr Arthur was engaged to assist in developing the KRO assessment matrix and as an independent assessor. The expansion of the KRO is in the hands of the current KMS team. The KRO is not associated nor used in conjunction with any other framework or measurement. It is based on an evolving metric to guide organisations in their readiness in the current climate.

The key to success for organisations is on focusing on transformation, creativity and innovation in order to address the uncertainty and complex nature of business and operations.

By leveraging on KM as an enabler for creativity and innovation, KMS has set in place a Knowledge Ready Organisation (KRO) framework that serves to enable Organisations to conduct an assessment of its own knowledge framework in six key areas; Strategy, Leadership, Culture, Process, Technology and Impact.

The KRO is neither an audit nor an award judged against your best practices. The KRO is a transparent read back by professional evaluators providing you a personalised report on your organisation’s strengths and areas that may need further focus. The details of which are in this info kit.

Over and above an independent assessment framework, Organisations may also be recognized for their progress in these six areas through the award of a KRO Award. This award seeks to recognise the progress that qualifying Organisations may have had success in and demonstrating its Knowledge Readiness state.

We look forward to partnering you as you embark on this learning and knowledge inspired journey.

Rajesh Dhillon
ABOUT KRO

- KMS recognises organisations that are placing emphasis and effort in their Knowledge Management efforts as part of being competitive in an uncertain world today.

- In service of our members and the larger KM community, KMS is proud to present the Knowledge Ready Organisation (KRO) Awards. The KRO is a Global award that seeks to provide an opportunity for organisations to assess and benchmark their KM efforts in six key areas: Strategy, Leadership, Culture, Process, Technology and Impact. The KRO is already in its 5th year and has progressed from a National KM Award to a Global KM Award. The qualifying winners, will be announced at KMS's Annual KM Singapore Conference.

- The KRO, at a National level, provides an opportunity for Singaporean or Singapore-based organisations to undergo an audit and benchmarking process by an appointed KM Expert and validated by an international panel of judges.

- This award not only enables organisations to assess, validate and focus on key Knowledge areas, but also put them in a good position for other requirements such as SQA and Business excellence award.

- The KRO, unlike other KM Awards is not an award that focuses on competing with other organisations. It is instead, an award that recognises the unique challenges, environment and context of each organisation and provides them with a platform to do a self analysis with a KM expert on how they are performing within the six key KM Factors.

- With this award, organisations are able to demonstrate to Stakeholders, clients and internal employees a clear commitment to developing KM capability, competency and capacity which are key enablers for Organisations to collaborate and innovate in a competitive global environment.
BENEFITS

➢ The scrutiny and evaluation of our international panel of experts will provide some external validation and feedback on your Organisation’s KM processes and efforts for both National and Global KRO.

➢ It provides a good opportunity for Organisations to start the KM Journey with us enabling an assessment of their current KM readiness and being guided by expert practitioners.

➢ The award will provide excellent opportunity for branding and public recognition of your Organisation’s achievements in KM.

➢ Winning the award may also raise the level of your management’s awareness and engagement in KM efforts.

➢ The award will also boost the confidence of your KM staff and provide recognition for their efforts and achievements.

➢ The award may surface new collaboration and learning opportunities with other organizations engaged in the KM journey.
KRO - KEY DATES

- **(1st QTR)** Closing Date: 31 Mar 2020
  - Briefing/Workshop (refer to website)
  - Assessment
  - Winners Announced (1st Qtr)

- **(2nd QTR)** Closing Date: 30 Jun 2020
  - Briefing/Workshop (refer to website)
  - Assessment
  - Winners Announced (2nd Qtr)

- **(3rd QTR)** Closing Date: 30 Sep 2020
  - Briefing/Workshop (refer to website)
  - Assessment
  - Winners Announced (3rd Qtr)

- **(4th QTR)** Closing Date: 31 Dec 2020
  - Briefing/Workshop (refer to website)
  - Assessment
  - Winners Announced (4th Qtr)

**KRO Award**: Will be awarded to recipients during KM Singapore Conference (27 & 28 August 2020)

**KRO Open for Submission**

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AWARD CRITERIA

KMS seeks to award organisations in recognition of their Knowledge Management (KM) efforts. These organisations are or on their way towards Knowledge Ready Organisations (KRO). The criteria in the KRO Awards are based on:

- **KM Strategy**: KM vision and mission statements aligned with organisational goals
- **KM Leadership**: Leadership in the organisation and their roles in support to excel in KM
- **KM Culture**: KM nurtured and sustained with a knowledge sharing culture in the organisation
- **KM Process**: Workflows and processes to promote knowledge capturing and sharing
- **KM Technology**: Tools aligned with knowledge processes to drive KM in the long run
- **KM Impact**: KM outcomes and results achieved
SUBMISSION PROCESS

- **KRO Award applicants**
  - Applicants can be SMEs, Societies, Public & Private Organisations. The award is open to both members & non-members of KMS or KMGN.

- **Singaporean/Singaporean based Organisation**
  - Members/Non-Corporate Members are invited to attend the ½ day pre-briefing session on KRO & to make payment to KMS upon KRO Submission.

- **International Organisation applicants**
  - KMGN Members/non-KMGN members please refer to the mode of payment (Slide 12) for submission. Briefings for overseas applicants may be done via webinars. Dates to be confirmed.

- **Submission Template**
  - Refer & adhere to KRO Brochure template & eMail to kro@ikms.org

- **Clarifications on KRO**
  - Please email to kro@ikms.org

- **Contacted by the KRO Lead Evaluator**
  - KRO Applicants will be contacted if submission requires further clarifications.

- **One to One Session**
  - One to One session with the KRO Lead Evaluator may be scheduled for further clarifications (if required).
    
  - International Panels may be contacted by the KRO Lead Evaluator or an appointed representative.

- **KRO Comprehensive Report**
  - All Applicants will be provided a comprehensive KRO Report on the six key KM factors.
    
  - Winners will be notified once the evaluations are finalise

- **Recipient of KRO Award**
  - We would like to request the presence of KRO Award Winners or a suitable representative to be present for the Award Ceremony (date/venue to be advised)

- **Share**
  - KRO Award Winners are encouraged to share their KRO during the KM Singapore 2019 (end August).
REQUIREMENT

The submission report should be formatted as follows:-

- Submission should be in English. If require translation, there will be fee charged for each page of the report. Pricing will be advised upon finding a translator.

- Your submission should be no more than 50 pages in total & should be a Word Document converted into PDF when submitting by email to kro@ikms.org.

- The Report should have a minimum font size of 12.

- The Report may have appendices illustrating graphics, charts or tables as a supplement and as evidence to support the report.

- Please insert numbering of pages for easy reference by evaluators.

- The graphics, charts or tables should be numbered when referencing so that evaluators are able to easily relate to the sections intended in the reports.
# KRO SUBMISSION FEES

<table>
<thead>
<tr>
<th>Type of Applications</th>
<th>Fees</th>
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<tbody>
<tr>
<td></td>
<td>KMS / KMGN Corporate Member</td>
</tr>
<tr>
<td></td>
<td>(Includes 2 briefing sessions for up to 2 pax* per session)</td>
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<tr>
<td>Singaporean / Singapore Based Applications</td>
<td>S$1000</td>
</tr>
<tr>
<td>SMEs / Societies</td>
<td></td>
</tr>
<tr>
<td>Local Corporates</td>
<td>S$2000</td>
</tr>
<tr>
<td>International Applications</td>
<td>S$2000</td>
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</tbody>
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**Note:**

- For any additional pax above 2 pax for members, each person attending the session will be charged at S$50 per pax.
- For translation of reports, there will be a fee charged for every page of the report. Pricing will be advised upon finding a translator.
- For non-members, any additional pax above 2 pax for the briefings will be charged at S$390 per pax.
KRO PACKAGE

01 Pre-Consultation
1 onsite pre consultation (1)/(2)hrs with assessors

02 Mid-Consultation
1 x midway consultation (online or face to face) with assessor

03 Complimentary Pass
1 x complimentary pass to KM 101 any of the 6 factors training program *

04 KMSG Pass
1 day pass to KMSG for receiving awards or commendation

05 Final Assessment
1 customised final report

06 Display of KRO Logo
Display KRO award logo on Name cards/marketing material & Website for 1 year
KRO PAYMENT

For the KRO Applications, all payments are to be made in Singapore Dollars ONLY

Payment Mode

- Cheque, GeBiz & Telegraphic transfer
- All Telegraphic transfer banking charges to be borne by the client
- Cheque Payment, Please mail to:
  Knowledge Management Society
  14 Robinson Road, #08-01A,
  Far East Finance Building
  Singapore 048545

KMS Bank Details

Account No.: 002-027980-0
Account Name: Knowledge Management Society
Bank Name: DBS Bank Ltd Singapore
Bank No: 7171, Branch No.: 002
SWIFT Bank Identifier Code (BIC): DBSSSGSG
Bank Address: 12 Marina Boulevard Level 3,
MBFC Tower 3, Singapore 018982
Bank Tel: (+65) 1800 111 1111
INTELLECTUAL PROPERTY & ENQUIRIES

Private & Confidentiality
All information provided in KRO submission will be treated as private & confidential and will not be released without prior approval from organisation

KRO Enquiries eMail
kro@ikms.org, sheila_tham@ikms.org
selvi@ikms.org or sashisel@ikms.org
No fixed quota for KRO Award (National & Global)

Any number of Organisations may be given the KRO Awards.

Decision of the Evaluation Panel is final.

Winning Organisations have an opportunity to interact with Evaluator(s) on their KRO Report Assessment.

Winner(s) to be present to receive award at KMSG/ KMGN Event.

KRO Award Winner(s) encouraged to share at KMSG or at KMGN Event.
Are You Ready for the Knowledge Journey?