Winning Recipes from the Best Knowledge Enterprises in Hong Kong

Nicole Sy
Knowledge Management and Innovation Research Centre
The Hong Kong and Polytechnic University
3 September 2015
WHO AM I?

Dept. of Industrial & Systems Engineering

KMIRC
Knowledge Management and Innovation Research Centre
MAKE Award

Most Admired Knowledge Enterprise Award
The MAKE study is ….

• An annual research to identify the Most Admired Knowledge Enterprise around the world. Judges includes senior executives from Fortune 500 companies and leading knowledge management experts.

• Global MAKE research started in 1998 and the first Asian MAKE research was implemented in 2002.

• Conducted usually by **KNOW Network**, an international web-based professional knowledge sharing network and **Teleos**, a research firm specializing in knowledge management and intellectual capital management.
MAKEx Award Structure

Global MAKE Award
/ Global (IOU) MAKE

- American MAKE Award
- Asian MAKE Award
- European MAKE Award
- Hong Kong MAKE Award
Assessment Criteria of MAKE Award

- Creating an enterprise knowledge-driven culture
- Developing knowledge workers through senior management leadership
- Delivering knowledge-based products/services/solutions
- Maximizing the intellectual capital of the organisation
- Creating and sustaining an environment of knowledge sharing
- Creating and sustaining an enterprise culture of continuous learning
- Delivering value based on customer knowledge
- Managing knowledge to generate shareholder (or societal) value
Winners of Hong Kong MAKE Study
香港最受推崇知識型機構獲獎者 (2008-2014)
Market Observation

• engaging through gamification
• the online game ‘Accenture Land’ asked questions about training programs, social benefits, career development opportunities and Corporate Social Responsibility initiatives
Major KM Development Direction of Hong Kong
MAKE Winners in the past two years

• Organizations operating with long-term knowledge-driven strategies and investing in innovation, collaborative knowledge sharing and human intellectual capital – especially skills and competencies development – continue to out-perform their peers.

• The global economy is finally showing signs of a sustained recovery with all key business sectors improving. In many sectors, large-scale consolidation continues with a result that 3-5 global companies and a handful of regional companies will likely dominate each business sector. Those companies with strong knowledge-driven approaches are most likely to survive and prosper.
Major KM Development Direction of Hong Kong
MAKE Winners in the past two years

• Organizations continue to seek new ways to innovate. New forms of innovation – open, crowd sourcing, clusters, etc. – are not limited to high technology companies. Non-profit and public sector organizations are examining how innovation strategies can improve products/services/solutions delivery to their customers/stakeholders.

• Directly related to developing knowledge workers, organizations also are facing significant challenges in creating learning organizations. Recruiting, managing, and developing knowledge workers now is one of the most significant challenges facing leadership teams.
~ Cases Sharing~