KRO Information Kit

President's Message

Established in Singapore since 2001, Knowledge Management Society (KMS) is a non-profit society that serves as a thought leader of KM in Singapore. At the global level, we are committed to being a connector for organisations & individuals on Knowledge Management matters.

Three years ago, we started work on developing a KM framework for Organisations to better assess their readiness to leverage on knowledge, to succeed in the volatile & uncertain external environment that they operate in. The key to success for organisations is to focus on creativity and innovation, as a means to adapt effectively and address complex uncertainties in business & operations. With KM as an enabler for creativity and innovation, iKMS has set in place, a Knowledge Ready Organisation (KRO) framework that enables organisations to assessment its own knowledge framework based on the folllowing key areas; Strategy, Leadership, Culture, Process, Technology and Impact.

KRO enables Organisations to leverage on external KM experts to independently assess its progress in the six KM areas. Neither an audit nor an award judged against your best practices, KRO is a transparent read back by professional evaluators who provide a personalised report on your organisation's strengths and areas for further development.

Organisations are also recognized for their progress in these six areas through the award of a Global KRO Award. This award seeks to recognise progress made by organisations and its state of Knowledge Readiness. We look forward to be your partner - on this learning and knowledge inspired journey.`

Benefits of KRO

(1) External validation & feedback on KM processes & efforts by international panel of experts
(2) Coaching & mentoring programme for organisations starting / accelerating their KM journey
(3) Branding & public recognition of organisation's KM achievements
(4) Raise organisation-level awareness and engagement in Knowledge Management
(5) Recognise achievements and raise confidence of staff involved in Knowledge Management
(6) Collaboration & learning opportunities with other organizations

KRO International Evaluation Panel

Lead Evaluator
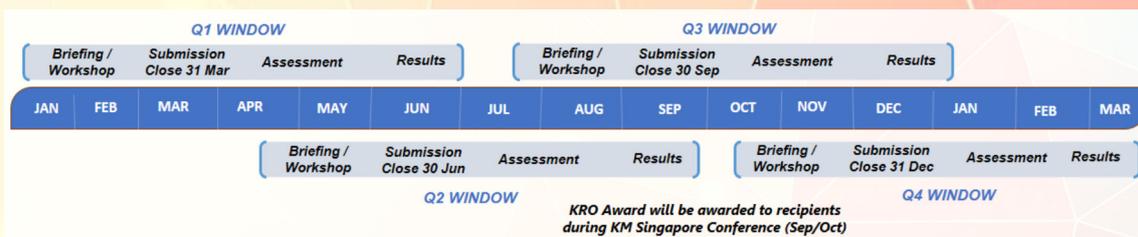Dr Arthur Shelley
Knowledge Succession & Organization Zoo

International Panel of KM Experts (KMGN)
Chaired by President KMS

Evaluation Secretary
Ms Sheila Tham

KRO Submission Windows

KRO Administration Fees

KMS Corporate Members $1000   Non-KMS Members $3800

KMGN* Members $2000   KMGN* Non-Members $3800

SMEs / Societies (Non Profit) $1000

*KMGN - Knowledge Management Global Network

Knowledge Management Society (Singapore) is a registered not-for-profit society in Singapore. We endeavour to be the thought leader on knowledge initiatives for value creation through organisation creativity and innovation.
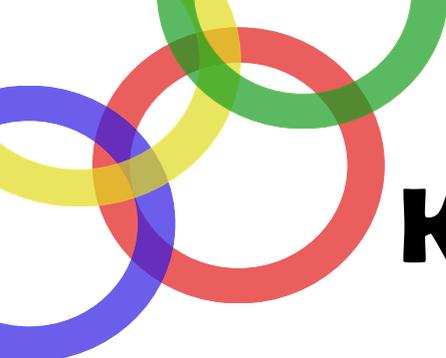
Is Your Organisation KNOWLEDGE READY?

Knowledge Ready Organisation Award

"Capture of knowledge is not the key to success - releasing it is! Knowledge must be released internally so it can be amplified, reapplied, reworked, and adapted for new contexts."

"We greatly amplify our impact and the value we create when we trust others with our knowledge and invest time exploring how we collectively leverage it. We keep knowledge flowing through value-generating cycles by nurturing an open and collaborative environment."

Arthur Shelly, KRO Lead Evaluator, Author of Knowledge Succession
Sustained Performance and Capability Growth through Strategic Knowldge Projects

KRO is a global award that allows organisations to assess KM practices through an independent audit by an appointed KM expert, and validated by an international panel of judges. Organisations embarking on KRO will gain an insightful platform to analyse KM efforts based on their unique challenges, environment and context. This award demonstrates the organisation's commitment to develop KM capability, competency and capacity - **key enablers for organisation creativity and innovation.**

Submission Format

Organisation Details
Organisation Name:
Head Office Address:
Website:
Brief summary of Nature of Business:

Organisation Background *(So we know you better)*
Mission, Vision & Values:
Position in the Industry:
Challenges Faces:
Why KM is Important:

Contact of Person in Charge *(Someone whom our assessor can work with, for this submission)*
Name: Designation: Dept:
Contact: Email:

Write up on how Organisation addresses Criteria Requirements (found on the next page)

Intellectual Property & Enquiries

All information provided in KRO submission will be treated as private and confidential.
Visit KMS website (ikms.org) or simply email to sheila_tham@ikms.org for assistance.

KRO Administration Fees

KMS Corporate Members $1000   Non-KMS Members $3800
KMGN* Members $2000   KMGN* Non-Members $3800
Small Medium Enterprises $1000   *Knowledge Management Global Network

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Is Your Organisation KNOWLEDGE READY?

Criteria Requirements

Strategy

How effectively is the KM initiative aligned with organisational goals?
How comprehensive is the KM vision, mission statement across scope of organization?
How connected are KM activities with organisational strategy setting?
How effectively do KM initiatives adjust with (or drive) strategic changes in the organisation?
How effectively is KM demonstrating connected with efficiency, innovation and risk management?
What are the demonstrated evidences of KM plans / phases to increase maturity and performance?
How effectively are the knowledge initiatives communicated throughout the organization?
How are knowledge-related outcomes embedded into individual's objectives and corporate policies?
How inter-disciplinary is the core (senior) team responsible for ultimate sponsorship of KM activities?
How well applied are the KM governance policies and standards?

Leadership

What is the extent of leadership involvement in formulation of KM strategy?
How much executive support for KM, is demonstrated from the highest leadership levels?
How do leaders of KM initiatives demonstrate passion and inspire organisation to excel through KM?
What is the extent of leadership participation in KM initiatives, processes, activities and tools?
How much do leaders persevere with KM initiatives to sustain benefits long term?
To what extent has principles of KM been included in leadership and management development programmes?
How much support is provided to develop the next tier of emerging KM leaders?
How has KM thought leadership been shared by top managers in internal and external management forums?
How widely are connections made by organisational leaders to external KM bodies and academia?
What are the visible and regular contributions by leaders to the wider KM community?

Culture

How effectively is KM nurtured to create and sustain a knowledge sharing culture?
How are people inspired to learn, share and grow?
To what extent has the attributes of KM culture been defined?
What are the incentives to grow and sustain the KM initiatives?
How widely is training and support given to reinforce knowledge work and initiatives?
What are the evidences of learning from past successes/failures, that have been applied to enhance future activities?
To what extent has KM initiative been branded and communicated across entire organization?
How effectively are knowledge principles/insights embedded into normal organizational practices?
To what extent, are there appropriate leverage of stories for internal and external knowledge sharing?
How regularly are KM successes celebrated at organizational events?

Process

How are knowledge principles embedded into workflows and practices to enhance performance?
To what extent, are processes implemented to ensure knowledge behaviours are a natural part of work?
How well are processes designed to promote knowledge creation, capture, sharing and adaption?
What are the processes to manage explicit and tacit knowledge from internal and external sources?
How effective are embedded processes for improvement, and pre/post action review activities?
How is knowledge succession embedded into handover of roles and across development projects?
How do people in fulltime and part-time roles understand how to execute knowledge processes?
What are the formal communication processes for sharing knowledge successes and improvements?
To what extent, are knowledge activities appropriately resourced with KM competent people?
What are the evidences for long-term sustainability of knowledge processes and enhancing capabilities?

Technology

What forms of legacy and emerging tools are used to support and drive KM in the long run?
How effectively do people use these tools?
What are the tools used to integrate legacy content and emerging assets?
To what extent are these tools aligned with knowledge processes and cultural objectives?
To what extent do these tools support suggestion/validation/reuse of knowledge?
What are the mix of content and collaboration tools?
To what extent are enterprise tools aligned with social/mobile media trends?
How has the knowledge access system been secured?
How rich has visualisations/dashboards of KM activity been?
How effective is the training provided to knowledge workers, on how to use these tools?

Impact

What impacts have been demonstrated with respect to success of the KM initiative?
How are the metrics themselves assessed and improved?
To what extent are knowledge-related outcomes, in the form of new or improved products/services/processes?
How broad is the spectrum of metrics used for activity, process, knowledge, people, outcomes?
To what extent are blended measures (quantitative and qualitative) used?
What are the mix of internal (employee) and external (customer, citizen and partners) impacts?
To what extent has impact validation been conducted by third parties?
To what extent has achievement of thought leadership in KM been achieved (e.g. awards, publications)?
What are the intangible benefits captured and communicated (highlighting the value they create)?
How are analytics being applied to assessment and refinement of KM metrics?

For further information, please contact:

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or visit us at our website:
www.ikms.org