



# Knowledge based Organizations in Today's Economy

**Presented By: Noha Abed**  
KM Egypt 2010 Conference

# Outline

- What are K-based Economy Characteristics?
- What Elements should exist in a K-based Organization?
- What are the Steps of a KM Journey
- IDSC KM Strategy Focus
- IDSC KM Road Map



# Characteristics of Knowledge Based Economy

# Globalization



Most organizations today are more global, multisite, multilingual and multicultural in nature

( Dalkir Kimiz )

Shifting from a local and national economy to a global one is changing the way all organizations are maintaining their **Growth**

# Technological Advances

**Speed**

**Agility**

**Round-the-clock  
global operation**



**International organizations hold an abundance of knowledge, however, it is spread over numerous staff members in the various teams and locales.**

Managing Knowledge

# Learning Organizations

Industrial Organization

**Learning Organizations**  
Everybody is  
➤ learning

**Innovative Organizations**  
Everybody is  
➤ Learning  
➤ Innovative

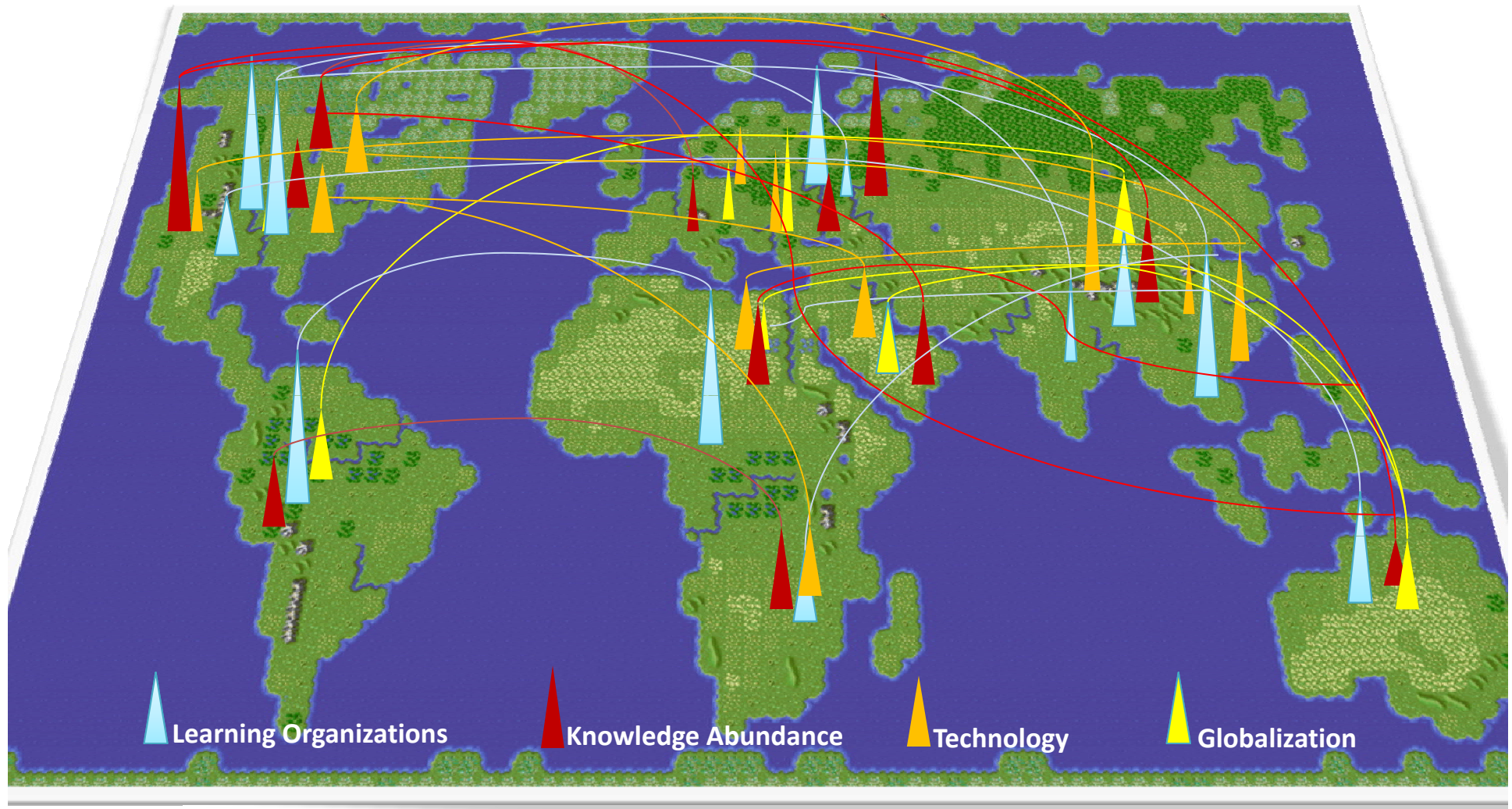
**Coaching Organizations**  
Everybody is  
➤ Learning  
➤ Innovative  
➤ Intellectual  
Competitive



**Result**

Sustained Growth & Value Creation

# Knowledge Based Economy



# Main Elements of K-based Organizations

- Process
- Place
- Purpose
- Perspective

**4 Ps**

# P rocess

## Knowledge Sharing and Creation



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1) Ensure that knowledge from one part of a company is applied to activities in other parts.

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3) Make it possible for people from various parts of the organization to find each other and collaborate to create new knowledge.

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2) Ensure that knowledge is shared over time so that the company benefits from past experience.

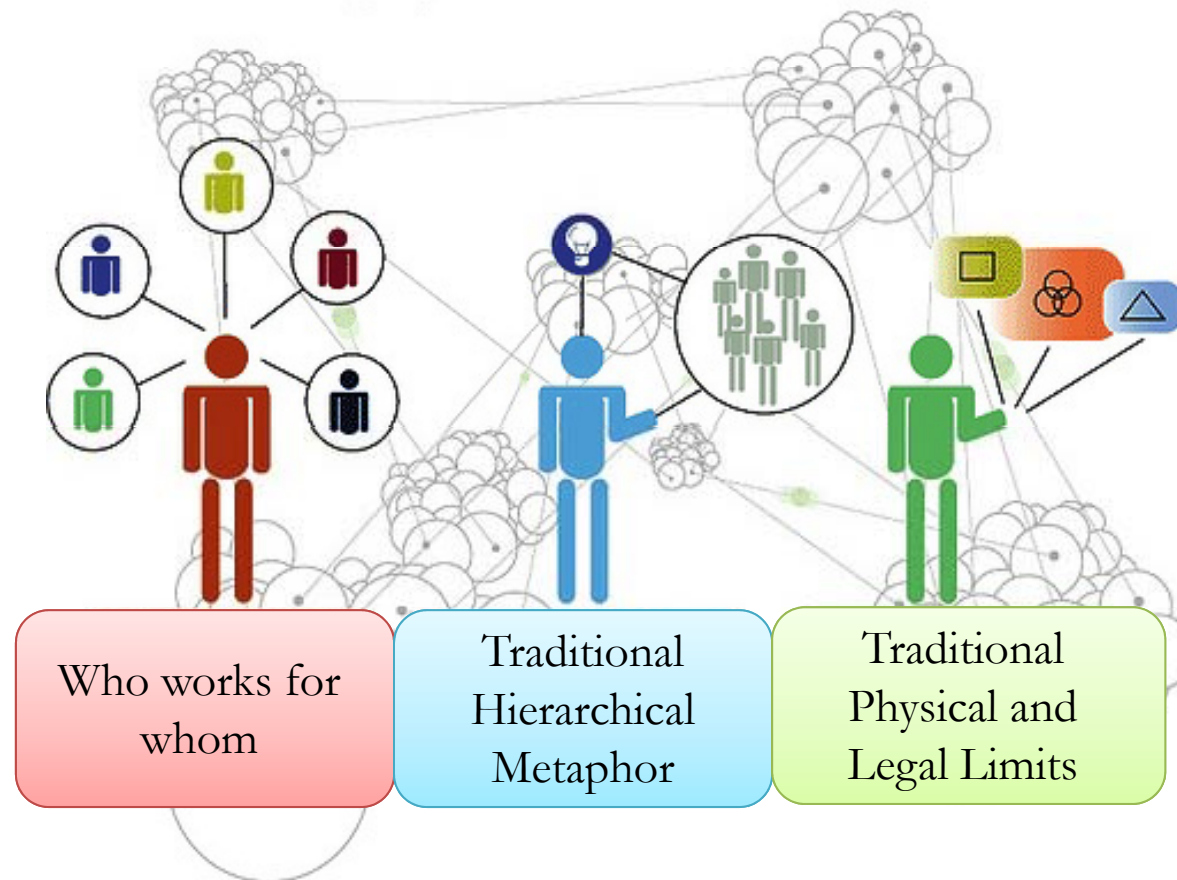
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4) Provide opportunities and incentives for experimentation and learning.

Place

## Knowledge Boundaries

Knowledge Based Organizations stop worrying about:



Purpose

## Knowledge Strategy

Desired competency knowledge - the current competency knowledge = Knowledge Gap

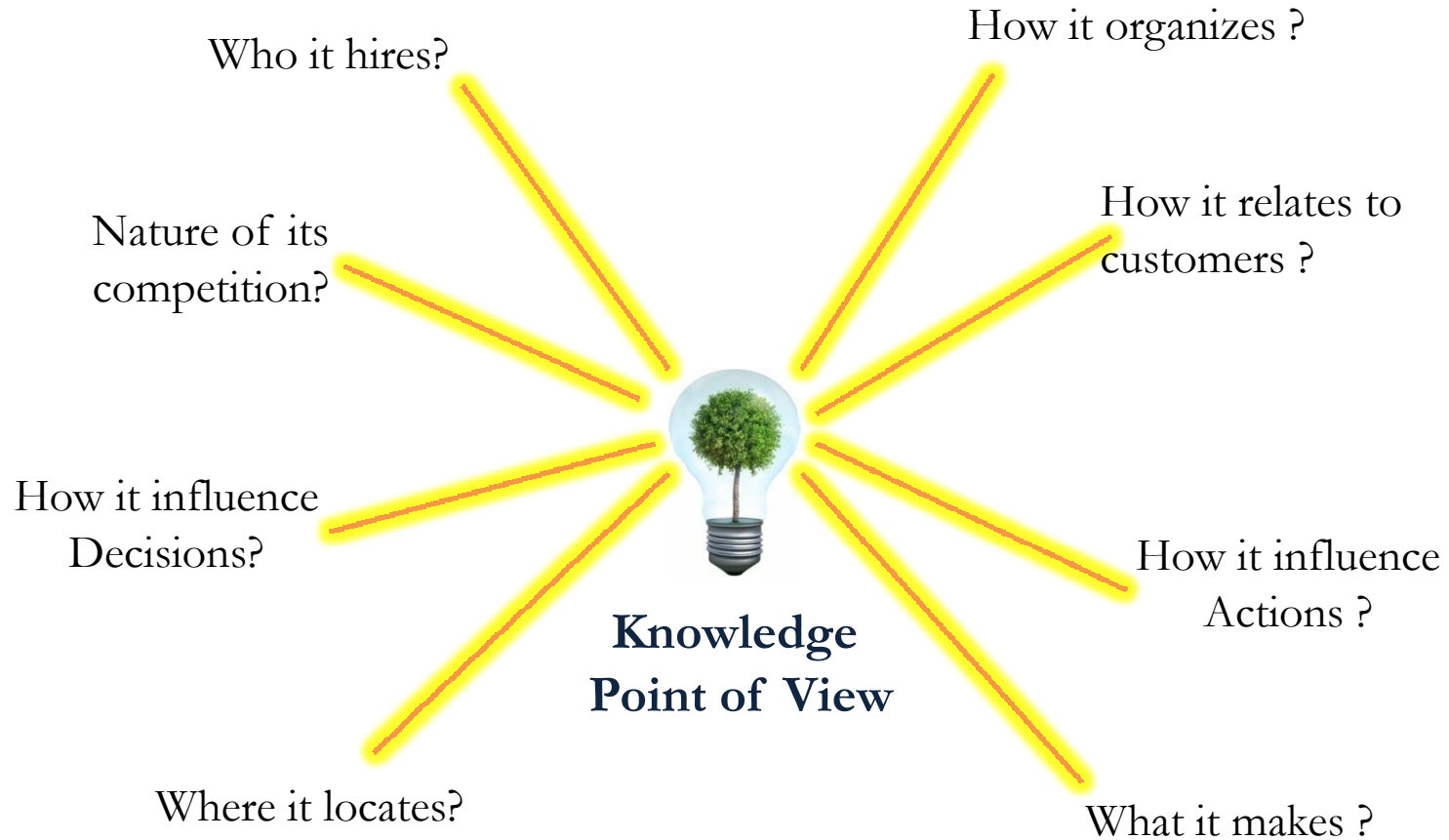


**Internally**, Organization must identify what it knows and needs to know

**Externally**, organization focuses on what it knows and what competitors know

**P**erspective

## Knowledge – Point of View



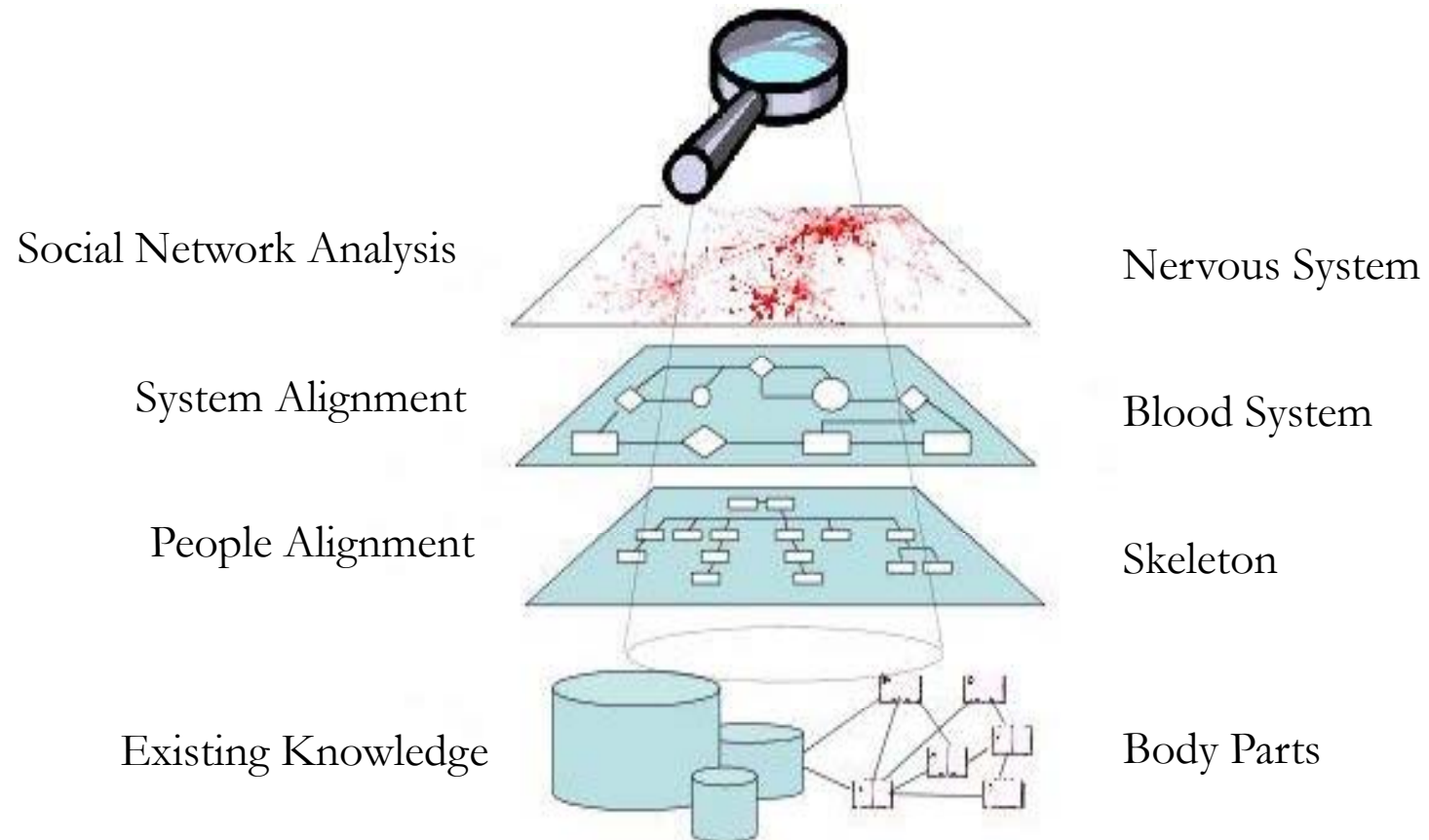
# How we can start a KM Journey?

**Knowledge  
Sharing is  
Power**



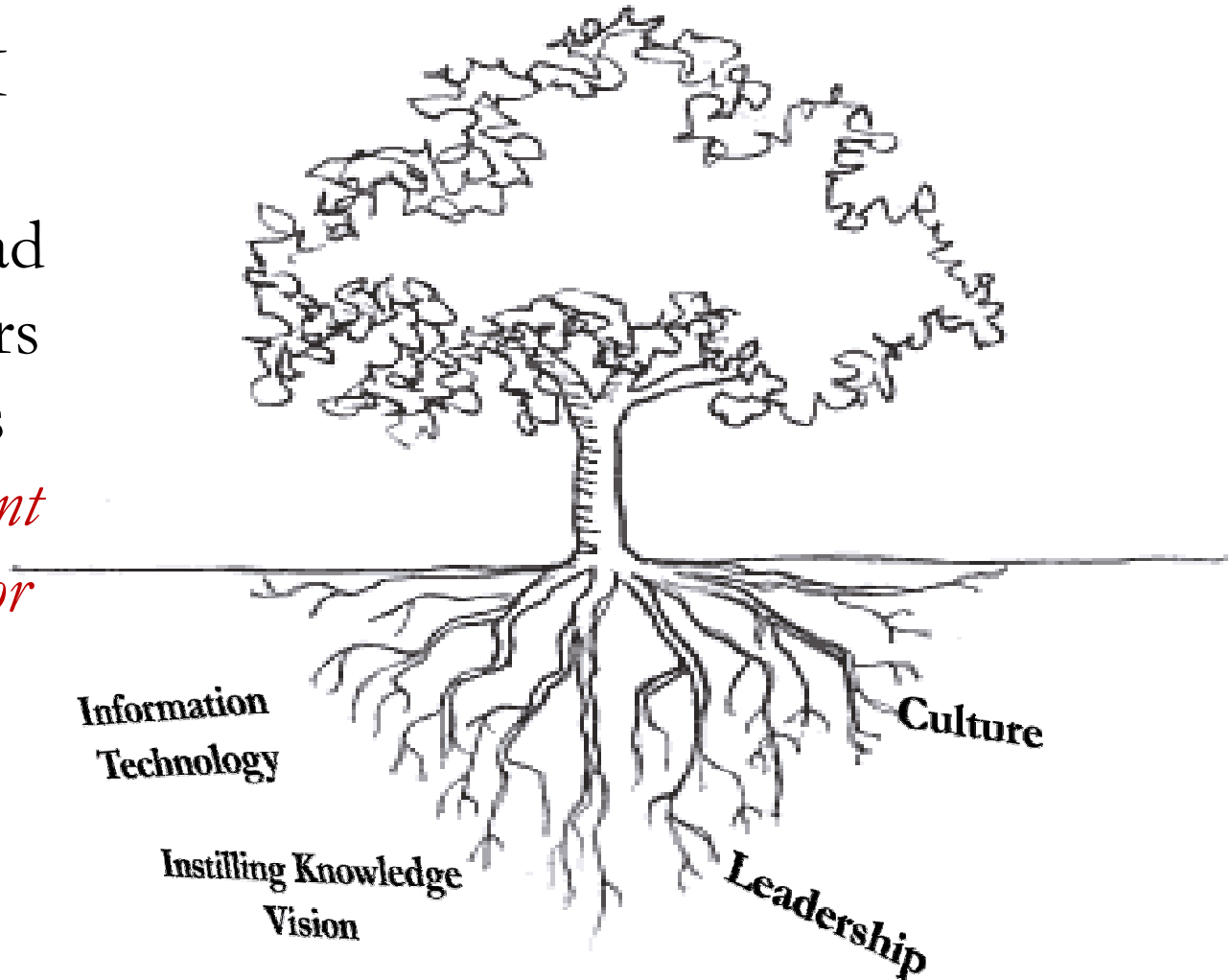
**Knowledge  
is  
Power**

# Step1: Scanning Knowledge Flow



## Step 2: Evaluating KM Enablers

The success of KM implementation is determined by a broad range of KM enablers which are known as *"Supportive Environment Tools and Techniques for Effective Knowledge Transferring and Sharing"*.



# *Enabler # 1*

## *Changing Culture*

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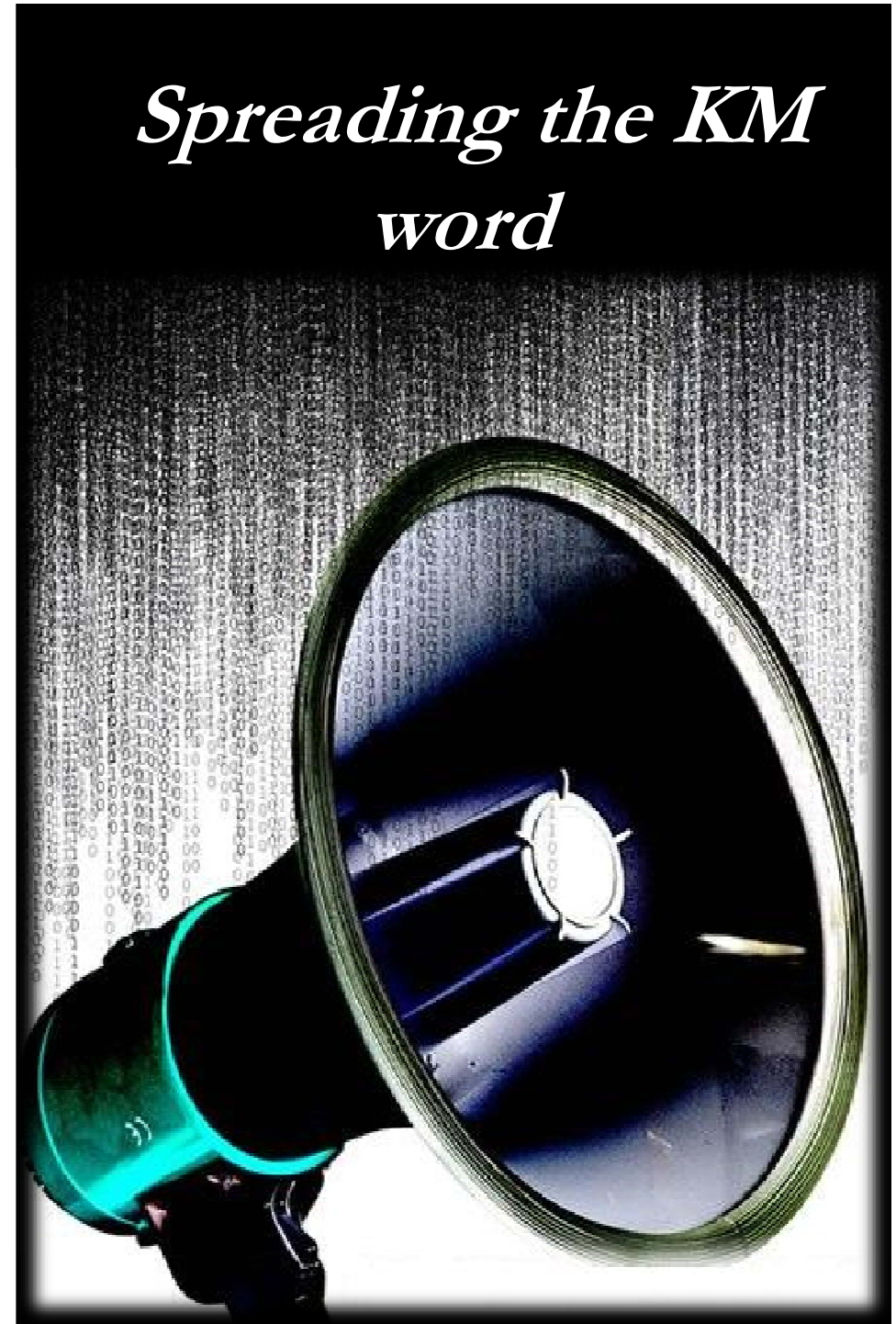
**Trust** is one of the aspects of the knowledge friendly cultures that foster the relationship between individuals and groups.



**Collaboration** hinders the transfer of knowledge between individuals as well as of the groups.

# *Spreading the KM word*


*Instilling the culture of  
knowledge sharing within  
the organization includes a  
number of actions that would  
make the organizational culture  
more focused **Towards KM.***



## *Enabler # 2*

# **LEADERSHIP**

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*Effective knowledge creation and sharing  
require long term commitment and support  
from top management in recruitment and  
retention of right people*

**The top management has to conceptualize a vision about what type  
of knowledge should be developed and used into a management  
system for implementation**



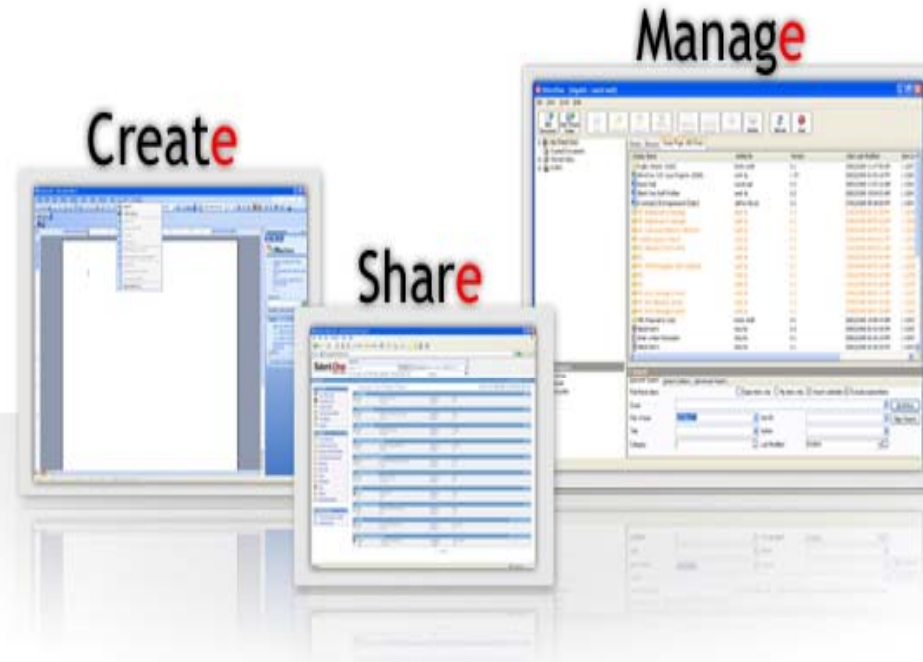
## ORGANIZATIONS LEADERS

**Willing to Share and offer their knowledge freely with others to continuously learn and to search for new knowledge and ideas.**

# *Enabler # 3*

## INFORMATION TECHNOLOGY

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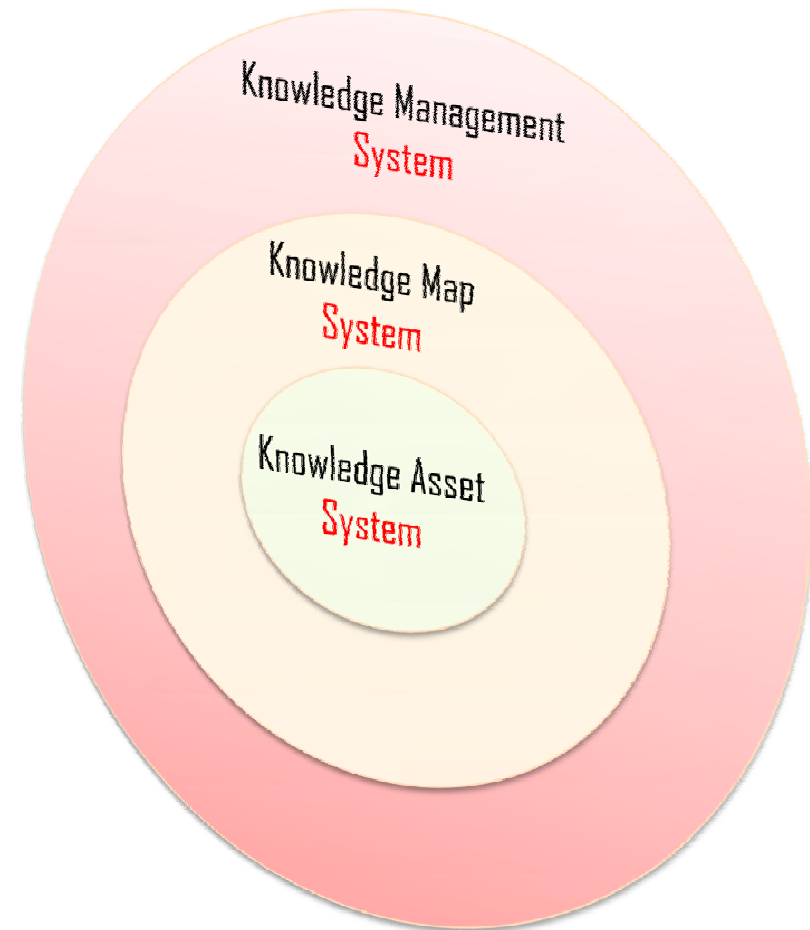


Technology is used to facilitate primarily communication, collaboration, and content management for better knowledge Capture, Share, Disseminate, and Apply.

**Capture**  
**Share**  
**Disseminate**  
**Apply.**

- Improve Staff Productivity
- Standardize organizations policies and procedures
- Improve employees Performance
- Reduce Staff Training time

## *Sub Knowledge Management Systems*



## *Enabler # 4*

### INSTILLING KNOWLEDGE VISION

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# FIVE for Knowledge Quality

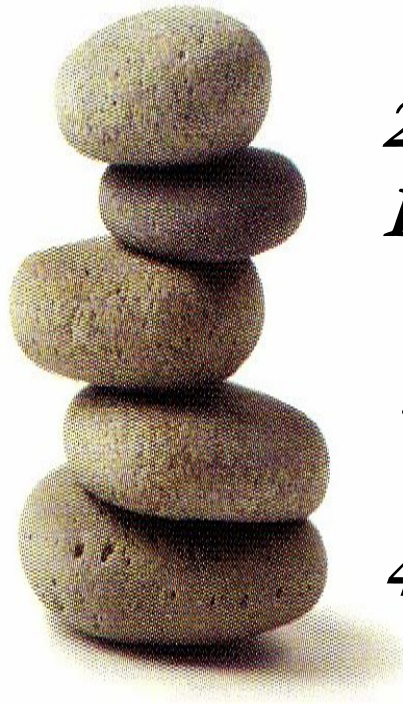
*1- Commitment to a direction*

*2- Focus on Restructuring the Current Knowledge System.*

*3-Restructuring the current task system.*

*4- Communication of values.*

*5-Commitment to shaping competition.*



# A KNOWLEDGE BASED ORGANIZATION

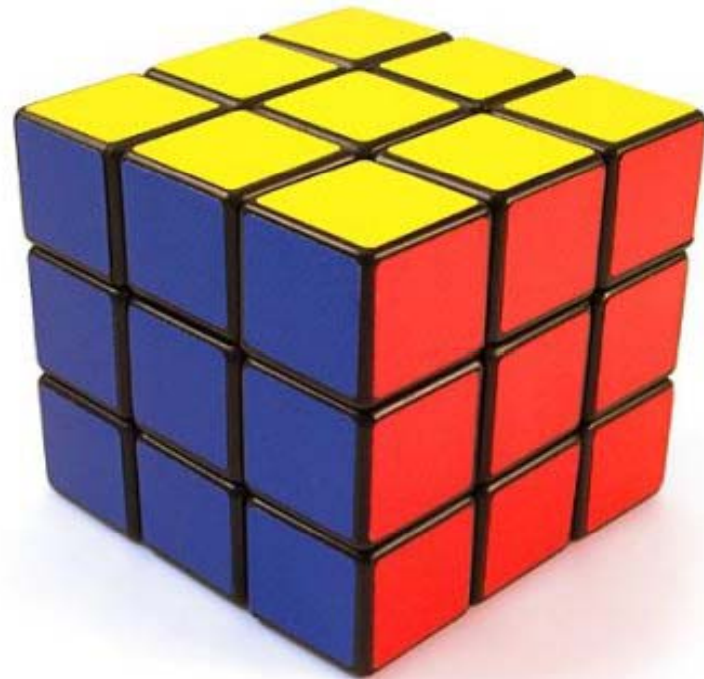


New Insights flow  
from Internal  
Initiatives

## Step 3: Setting the KM Strategy

- Managing knowledge as an asset
- Managing the knowledge flow to enhance efficiencies and capabilities.
- Taking advantage of emerging trends and ideas
- Enhance knowledge environment, for more effective knowledge creation.

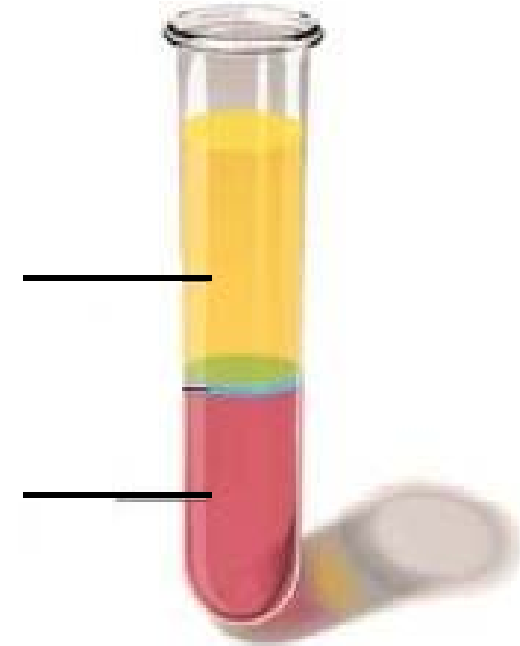
*A KM Strategy should be **aligned** with the Organizational Strategy*



# KM Strategy Main Components for IDSC

**Leverage Knowledge**

**Build supportive KM  
environment**



**KM strategy must identify the :**

- Key needs for knowledge “Knowledge Gap Area”
- Framework for addressing needs and linking them with the KM Objectives.



# Fostering Organizational Culture

Creating a working environment where knowledge is seen as a common good and where staffs are encouraged to contribute to knowledge activities as part of their core responsibilities.

*Social Network Analysis*

*KM Quotes*

*KM Newsletter*

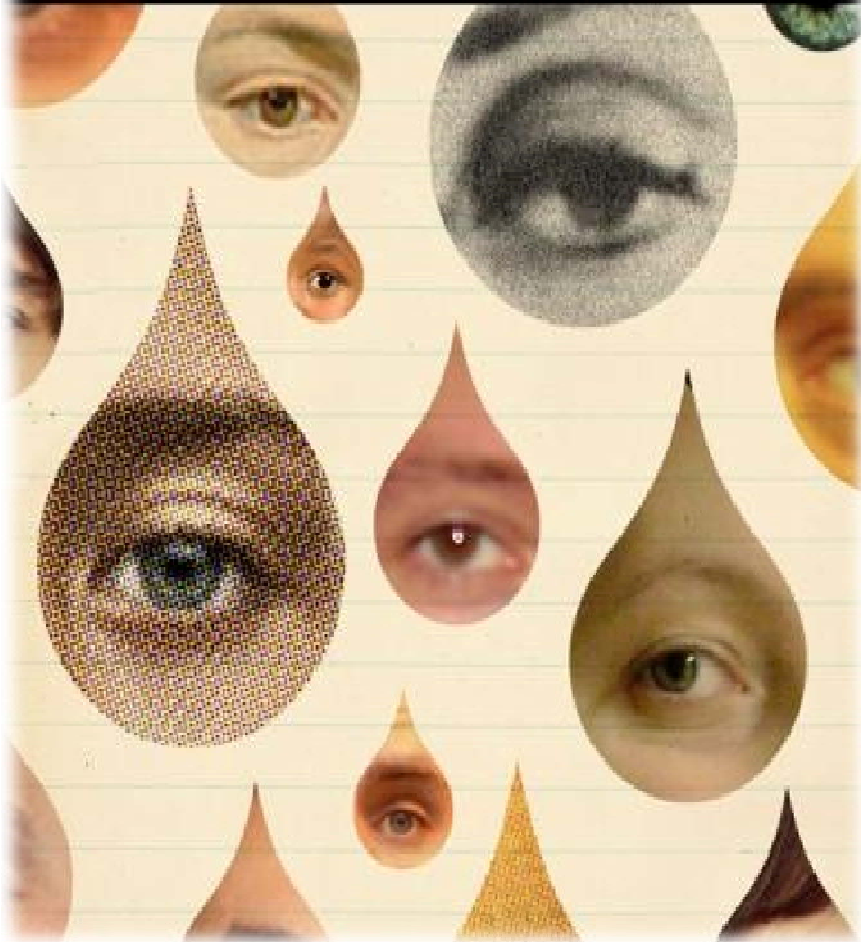
**Build a Supportive Environment**

# *Societal culture*

*Creating Societal awareness  
about the importance of KM :*

Organizing a series of KM  
Conferences and Workshops

Build a Supportive Environment





# Leveraging Knowledge


1-Improving Research Agenda

2-Reshape KM Tools

Recognize and rebuild knowledge which leads departments to be more able to access knowledge in shorter **time**.

# Improve Research Agenda

## *Creating Knowledge Map*

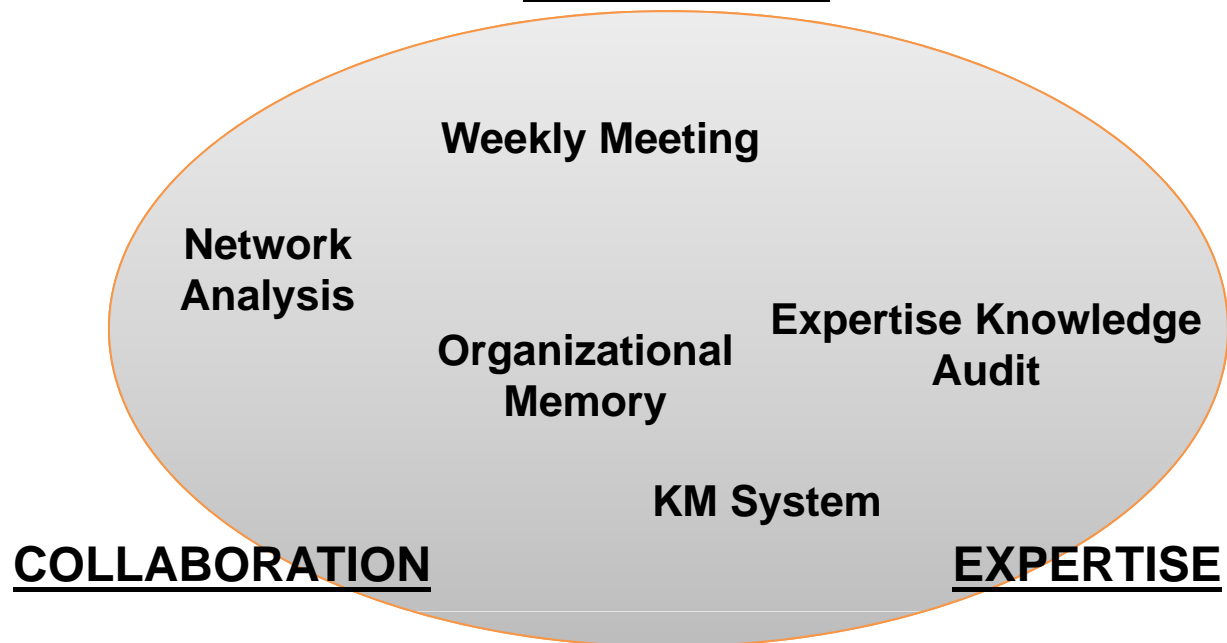
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- Improve decision making and problem solving.
  - Access to valuable internal knowledge.
  - Exploit and Develop existing knowledge owned by each worker in the organization.
  - Understanding the limitations of the implemented IT tools .
  - Identify the existing internal knowledge gaps.

Leverage Knowledge

# Reshaping KM Tools

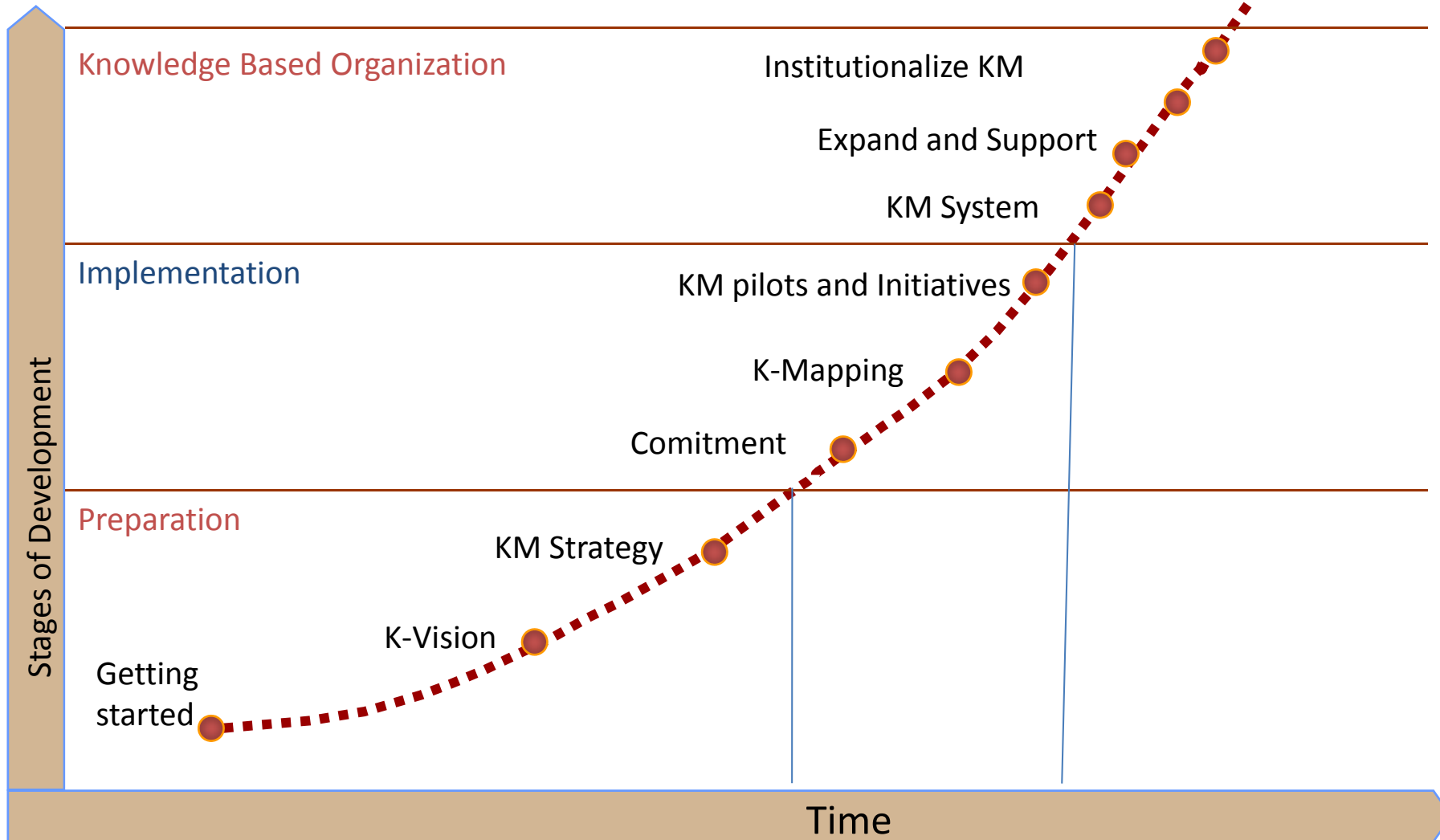
Tools that represent usefulness in supporting Three main areas of work:

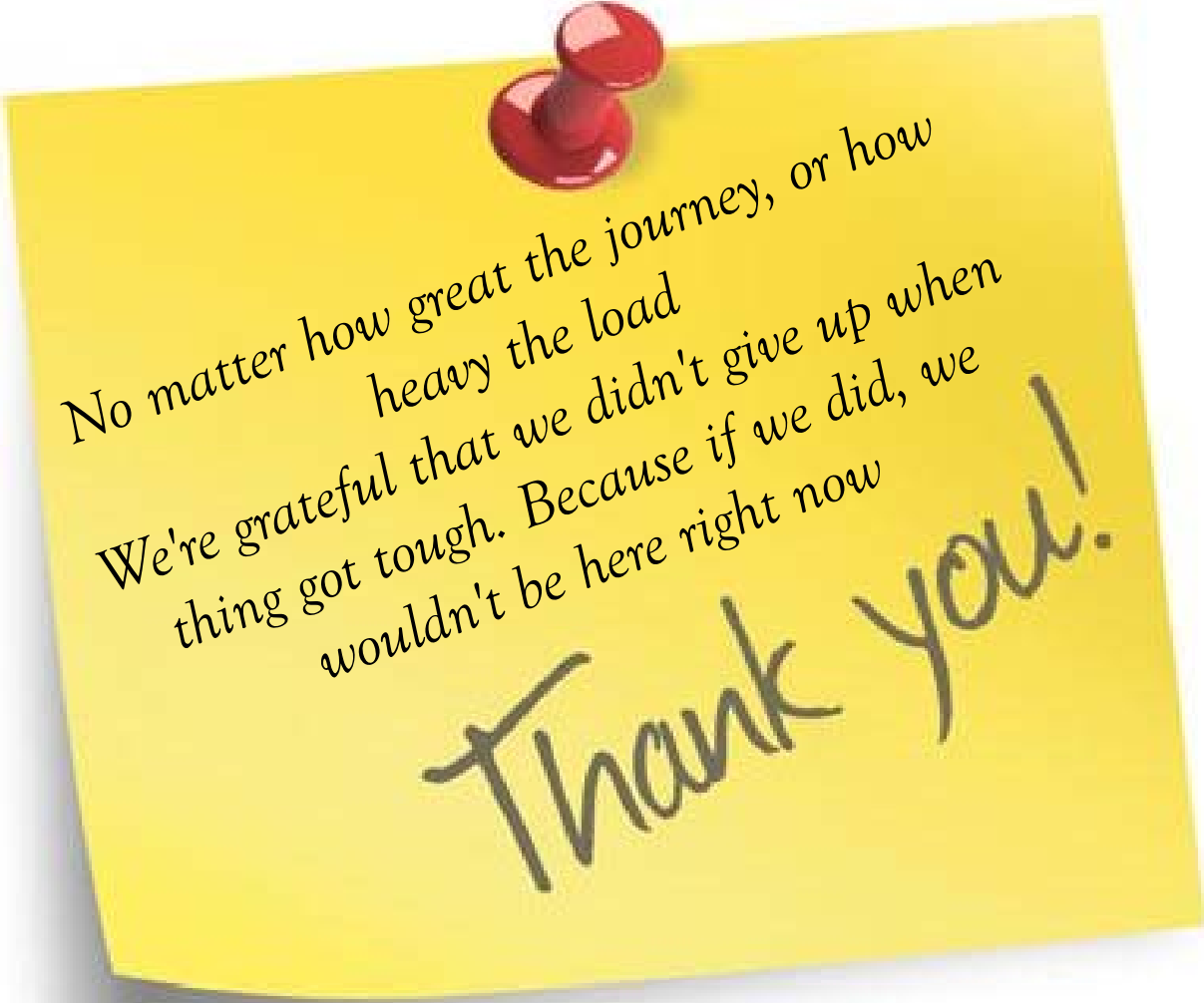
## WORK FLOW



Leverage Knowledge

# IDSC's KM Road Map





No matter how great the journey, or how  
heavy the load  
We're grateful that we didn't give up when  
thing got tough. Because if we did, we  
wouldn't be here right now

Thank you!