

# KNOWLEDGE PERFORMANCE REVIEW



*Winning with Knowledge Inspired Advice*

CONSULTING SERVICES ENGAGEMENTS

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## 1. Introduction

The Kaieteur Institute for Knowledge Management is an independent organization, based in Toronto Canada, and operating globally.

We are a management consultancy, research think tank, applied knowledge lab, and knowledge practices network.

We provide strategic management consulting services.

We provide educational services.

We also conduct advanced multi-client research and market advisory services.

Our mission is to help clients receive the most value, optimal knowledge performance, and profit from their investments in knowledge capital. This also includes human capital, intellectual property, and intangibles assets.

We provide trusted, competent, and powerful advice to our clients.

We specialize in helping clients to:

- ▶ **Network** knowledge assets, improve creative ideation, collaboration, organization, exchange, learning, protection and exploitation of available knowledge resources
- ▶ **Leverage** knowledge management processes, tools, and techniques, to achieve sustainable business advantage
- ▶ **Accelerate** the acceptance, adoption, implementation, and utilization of knowledge management
- ▶ **Make wise investments** in knowledge management methods and technologies so as to improve business results
- ▶ **Engage in knowledge-based innovation** by moving ideas from concept to completion

## 2. The Need for Action

### Knowledge Management Implementation

Our goal is simple - to contribute to your realization of smarter, faster, and better planned and executed KM initiatives.

### The Challenge

It can be difficult to implement KM successfully in any organization.

Many initiatives start off with great promise. Many also under-perform. Some fail to deliver the targeted results, or simply end up stagnating. With our advice you can avoid this happening to you.

### The Opportunity

Fortunately there are ways to improve your chances of success. You can arrange for an **independent performance improvement review**. This will provide rapid, intelligent, and honest feedback. It can help you to enter the zone of peak performance. You will have a better chance of:

- **Optimizing** the return on investment in your knowledge assets
- **Clarifying** those areas for dramatic improvement

- **Resetting** the compass of your program for targeted success.
- **Refocusing** for the delivery of amazing results.

Moreover you will also receive many constructive suggestions, practical and innovative **ideas**. They can contribute to your KM project becoming more effective, sustainable, and profitable.

### Avoid Risks

In a review of over 100 KM projects, researchers concluded:

*".. the business impact of most knowledge management or learning organization programs is modest at best. We estimate that about one-sixth of these programs achieve very significant impact within the first two years; half achieve small but important benefits; and the remaining third -- the failures -- have little business impact." \**

### The Solution

We can definitely help you to increase the effectiveness and chances for success of your knowledge management program. We offer to conduct a smart, rapid, rigorous, effective, and independent assessment.

\*Lucier, Charles E and Torsilleri, Janet D  
Strategy & Business Magazine, Fourth  
Quarter issue, 1997.

### 3. The Value Proposition

There are many benefits to having an external and **independent performance improvement review**.

Major benefits include:

- ▶ **Deliver ROI** on your investment in KM. We look for ways to help you save valuable time and money, improve project satisfaction, enhance revenue potential, better preserve, and optimize knowledge assets
- ▶ **Energize and revitalize** your knowledge management program
- ▶ **Compare** how well you are doing in relation to best practices of others
- ▶ Receive **fresh thinking and ideas** on how to make your project move faster
- ▶ **Save money** by learning how to accelerate your KM initiatives
- ▶ **Improve perceptions** by the organization of your smart knowledge leadership and stewardship
- ▶ **Identify strengths, gaps, impediments, risks, and vulnerabilities** which may not be obvious, and avoid blind-spots
- ▶ **Improve** the prospect of your KM initiative becoming a really excellent initiative
- ▶ **Break through change barriers** with suggestions on how to use little known but proven techniques that improve buy-in
- ▶ Provide **a repeatable methodology** so that further comparisons and adjustments can be made in the future
- ▶ **Gain new knowledge** from the assessment. It can be used to adjust priorities, and make sound business decisions moving forward

## 4. Some Questions to Consider



- How effective is your current KM program? Is it truly delivering **value** to the enterprise?
- Is your KM program helping your company to be more **profitable**?
- Is your KM program making the most effective use of existing **technology investments**?
- Is your KM program supported by a strong and appropriate **organization**?
- Is your KM program allowing you to deliver superior **service to customers**?
- Are you **attracting and retaining the best talent** with your KM initiative?
- Is the knowledge prowess of your organization being converted into market facing **Intangibles** benefits – such as having a positive image, reputation, & market leadership?
- Are you getting a great **return on investment** from your KM program?
- Is your KM program organizing, creating, and exploiting the significant **knowledge assets** of your organization?
- Are you adequately protecting your company's critical **knowledge assets** with your current KM program?
- How well are you doing in relation to others in your industry sector, **competitors**, or comparable organizations?
- How well are you performing relative to known global **best practices**?
- How ready and prepared are you to take advantage not just of present best practices but also of new emerging **“next practices”**?

## 5. Our Knowledge Performance Improvement Review

We will complete a highly focused and rapid assessment of your knowledge management program. This will be for a specified period. We address the following 10 important dimensions. We know exactly what questions to ask and what to look for. This is based on our powerful proprietary toolkit. It contains compelling sets of **key performance indicators**.

We examine:

- ▶ Knowledge Strategy & Planning
- ▶ People, Culture, Networks & Community
- ▶ Knowledge Processes
- ▶ Knowledge Infrastructure
- ▶ Technology For KM
- ▶ KM Techniques, Methods, & Practices
- ▶ Knowledge Asset Optimization
- ▶ Performance Monitoring & Measurement Systems
- ▶ Knowledge Innovation
- ▶ Knowledge Transformation & Change



### Deliverables

After a rapid review, you receive a professional and concise report.

It will give you greater insight into how well your KM program currently is performing.

We will pin-point many areas for possible improvement.

Also you will obtain many practical and actionable ideas which you can put to effective use immediately.

We will share with you many insights, little known techniques and tricks of the trade which will give you an implementation edge.

## 6. *How the Knowledge Performance Improvement Review Works*



### Preliminary Steps

Before we start, we adapt our rating and assessment software templates to suit your business **context**. We adjust the weighting and scoring to reflect your business and market conditions.

We work out with you, the scheduling and sequencing of meetings, interviews, and the choice of any questionnaires, or on-line surveys we plan to use for this engagement.

Generally we will chunk the assessment into manageable sections as outlined below. The example assumes for illustration, a five day engagement for a smaller firm:

### Day One

Knowledge Strategy & Planning  
People, Culture, Networks & Community

### Day Two

Knowledge Processes  
Knowledge Infrastructure

### Day Three

Technology for KM  
KM Techniques, Methods, & Practices

### Day Four

Knowledge Asset Optimization  
Performance Monitoring & Measurement Systems

### Day Five

Knowledge innovation  
Knowledge transformation & change

### Results

The results are then compiled into a concise assessment report which is submitted to you within the next 10 days.

## 7. Performance Improvement Review - the Report



At the end of our review we present our findings in a focused and concise executive report.

The knowledge performance improvement review contains the following sections:

### Sample Table of Contents

- Executive Summary
- Introduction to our findings
- Overall Knowledge Performance Rating
- Performance assessment by major category
- Strengths of the current program
- Weaknesses of the present initiatives
- Opportunities that can be better exploited
- Risks that need to be addressed
- Recommendations

- Summary conclusions

### The Investment

#### • Standard Fee

The basic cost of the five day is priced according to the size and complexity of your organization.

#### • Other Expenses

Any additional expenses such as travel and accommodation are billed extra at cost.

#### • Adjusting For Large Scale

For large organizations we recommend the assignment of a small team of our consulting resources

#### • Terms

Our terms include a 30% payment up front. The balance will be due upon completion of the assessment, submission of the report, and full client satisfaction

#### • Satisfaction Guaranteed

We are confident that we will do a great job for you. We guarantee you will be satisfied with the results.

## 8. Our Unique Capabilities



We have developed over the years unique and deep smarts in knowledge management. We specialize in this field.

### Experience

We bring a wealth of experience to any organization. We know exactly what questions to ask, and why. We have identified markers that amount to a **“success signature”** for KM projects.

### Powerful Toolkit

We employ advanced predictive models, frameworks, and methodologies which leverage the latest understanding and new thinking in KM.

We bring not just knowledge of state-of-the-art KM “best practices” but also emerging “next practices” which are less familiar, but can provide you with a distinctive edge as you move into the future.

### Smart Knowledge Indicators

We have a well thought out system of relevant performance indicators which we have specifically developed to assess the efficiency and effectiveness of any organization's knowledge strategy.

This system allows us work with you to rapidly and accurately calibrate the strengths and weaknesses of your organization's current KM capabilities.

## 9. ENDORSEMENTS

**Howard Eisenberg**  
*C.E.O. & President,*  
*Syntrek Inc.*

“I highly recommend Bryan for his perceptiveness of leading-edge trends, wide knowledge base & rich collegial network.”

**Debra Amidon**  
*Founder and CEO,*  
*ENTOVATION International*  
*Ltd.*

“Bryan is an indelible visionary in the Knowledge Economy. An expert in pattern recognition and memes, he is THE world expert on Knowledge Markets. No one better understands the power of innovation intelligence and where we are headed. He is a valued friend, trusted advisor, and partner in opportunity”

**John T. Maloney**  
*Founder, The Future of*  
*Networks*

“Bryan is among the world’s foremost authorities on knowledge markets, intellectual property exchanges, innovation networks and the idea economy. Bryan pairs this comprehensive mastery with the precious and rare qualities of active listening, enthusiasm and an open, conversational style. Bryan gets my highest recommendation as a leading subject matter expert, empathetic consultant and top resource for all types of worldwide endeavors, innovation projects or global initiatives.”

**Norbert Lee**  
*Manufacturers' Representative*  
*(Owner): Sales & Marketing -*  
*National Accounts USA &*  
*Canada, Taz Marketing Inc.*

“I have known Bryan Davis since high school (St. Stanislaus College). Bryan attended York University where I also went. I have always known Bryan to be a good friend, an amiable, sincere, knowledgeable professional and a doer and a deep thinker. I had the honour to work for Bryan on a Sales project that involved targeting the Health and Legal industries to promote his Knowledge Management seminars. I attended one of his KM seminars and was truly impressed by Bryan's public speaking ability and by the knowledgeable insights that he shared with a most attentive and packed audience. I consider Bryan to one of the foremost worldwide KM authorities. I do not hesitate to recommend him.”  
*May 22, 2008*

**Alvaro Villalobos**  
*(client)*

Alvaro hired you as a Business Consultant in 2008 and hired you more than once

**Top qualities: Great Results, Expert, High Integrity**

“I recommend Bryan for his vision and consistency” *November 26, 2008*

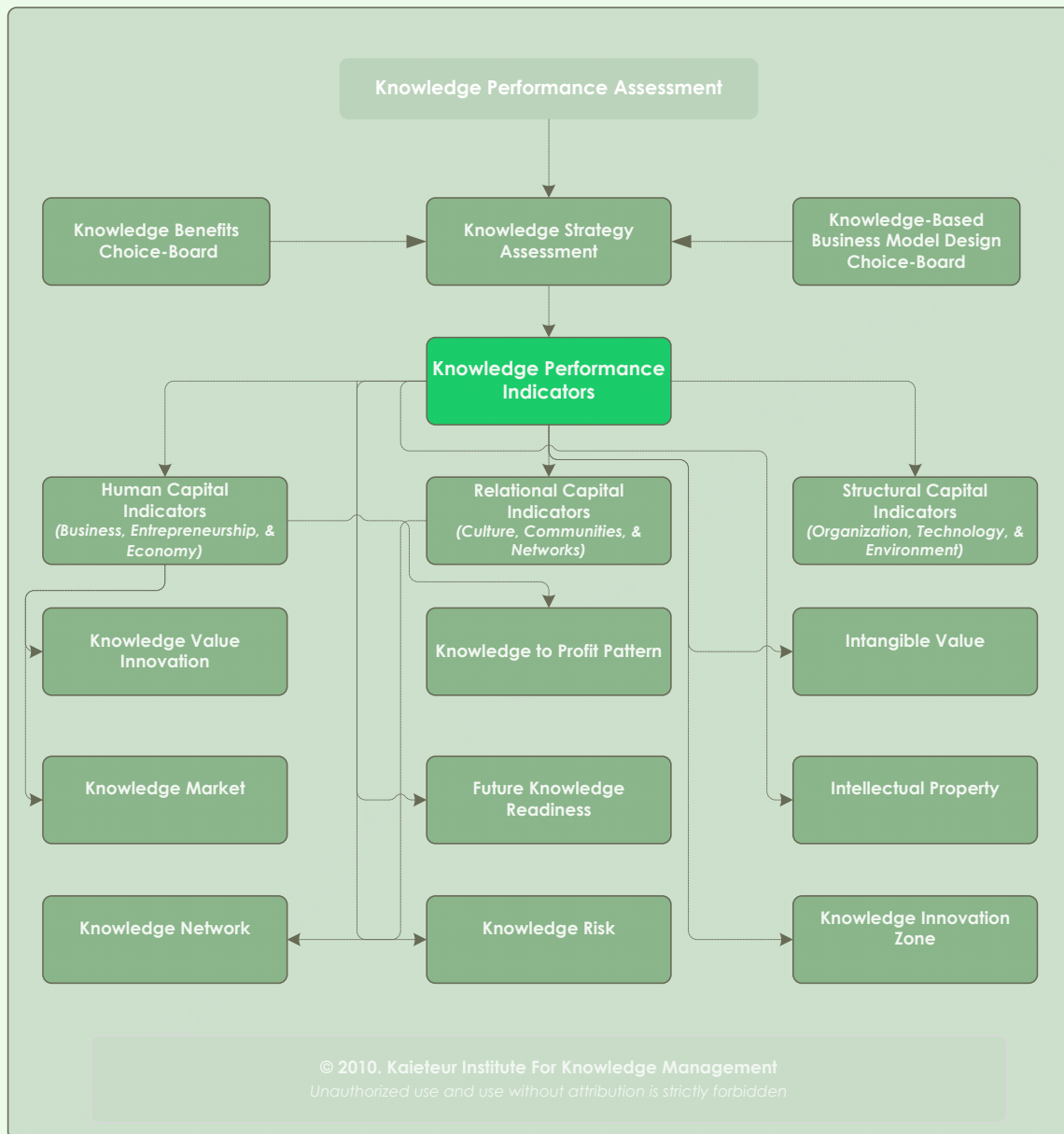


2000 Hong Kong Productivity Council,  
International Product Development & Innovation  
Congress

## 10. A Selective Client Listing

- Ark Group
- Borden Ladner Gervais LLP
- Brand K (NX Knowledge)
- Canadian Patent Office
- CMA
- Centre For High Performance
- Coginov
- Delphi Group Canada
- Federated Press
- Gluon Technologies, Bulgaria
- Government Of Trinidad & Tobago
- Grupo Ice – Costa Rica
- Halton District School Board
- Hong Kong Productivity Council
- ITNet
- Knexa
- Knowledge Aura
- KRC Capital Inc
- Jeppesen ( a Boeing Company)
- LLL Alumni Association Network
- Novo Nordisk, Denmark
- Omar Dengo Foundation, Costa Rica
- Parallel Space Corporation
- Southern Africa Development Bank
- University Of Toronto
- University of Szeged, Hungary
- York Region
- Almost Painless Computing
- Aptech
- Baush & Lomb
- Baycrest
- Brainspace
- Canadian Tire Corporation
- Canada Post Corporation
- Carana Corporation
- Cognis
- Crucible Management Consulting
- Dekstrus Inc
- DMR
- Educational Testing Service Of New Jersey
- Enbridge
- EngineX
- Excalibur Technologies Inc
- Eter-Wind International Ltd
- Freedom Communications
- FrontLine Centre Inc
- Government Of Ontario
- Government Of Canada
- Haven Knowledge Systems
- Hutchinson Communications
- Hong Kong Productivity Council
- IBM
- IDC
- IFF
- Information Architecture Group
- Insurance Bureau Of Canada
- iMail Hong Kong
- ITNet
- Joint Victory
- KenBelTeck
- Knowledge Aura
- Liberty Consulting
- Lotus
- Luen Ming Electric & Plastic Works Co Ltd
- Microsoft
- Ontario Hospital Association
- Ontario TeleHealth Network
- ParallelSpace Corporation
- Price Waterhouse Coopers
- Regional Municipality Of Peel
- Royal Bank Canada
- Sears Canada
- Spectra Technologies
- Starlight International Holdings Ltd
- Starlight
- Sunlife
- Vincent Medical Mfg Co Ltd
- Worldcom
- XActSolutions
- Yue Po Engineering Co. Ltd
- ZacNet/KM Ventures
- Zurich Life
- and many others.

*Knowledge Performance Indicator Framework*



## 11. Our Knowledge Markets Network

Our network extends to some of the best minds and practitioners working in the Knowledge Management field today. We collaborate and share knowledge resources as the need arises. We also have a shared interest and ongoing passion for knowledge markets. This brings extended reach and richness to our knowledge base. We have access to an amazing global talent pool. We operate as a virtual knowledge network. When you engage our services, you also gain access to the advanced thinking which circulates in our smart knowledge network

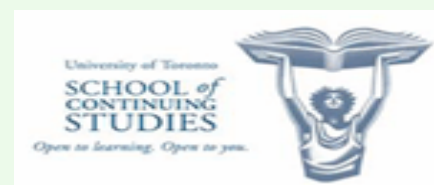


### Entovation International - Global Knowledge Leadership Network

We are privileged to also participate in the global knowledge leadership network run by Debra Amidon



### Other Faculty Affiliations



## 12. *Contact Information*

To make arrangements for an assessment contact:



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