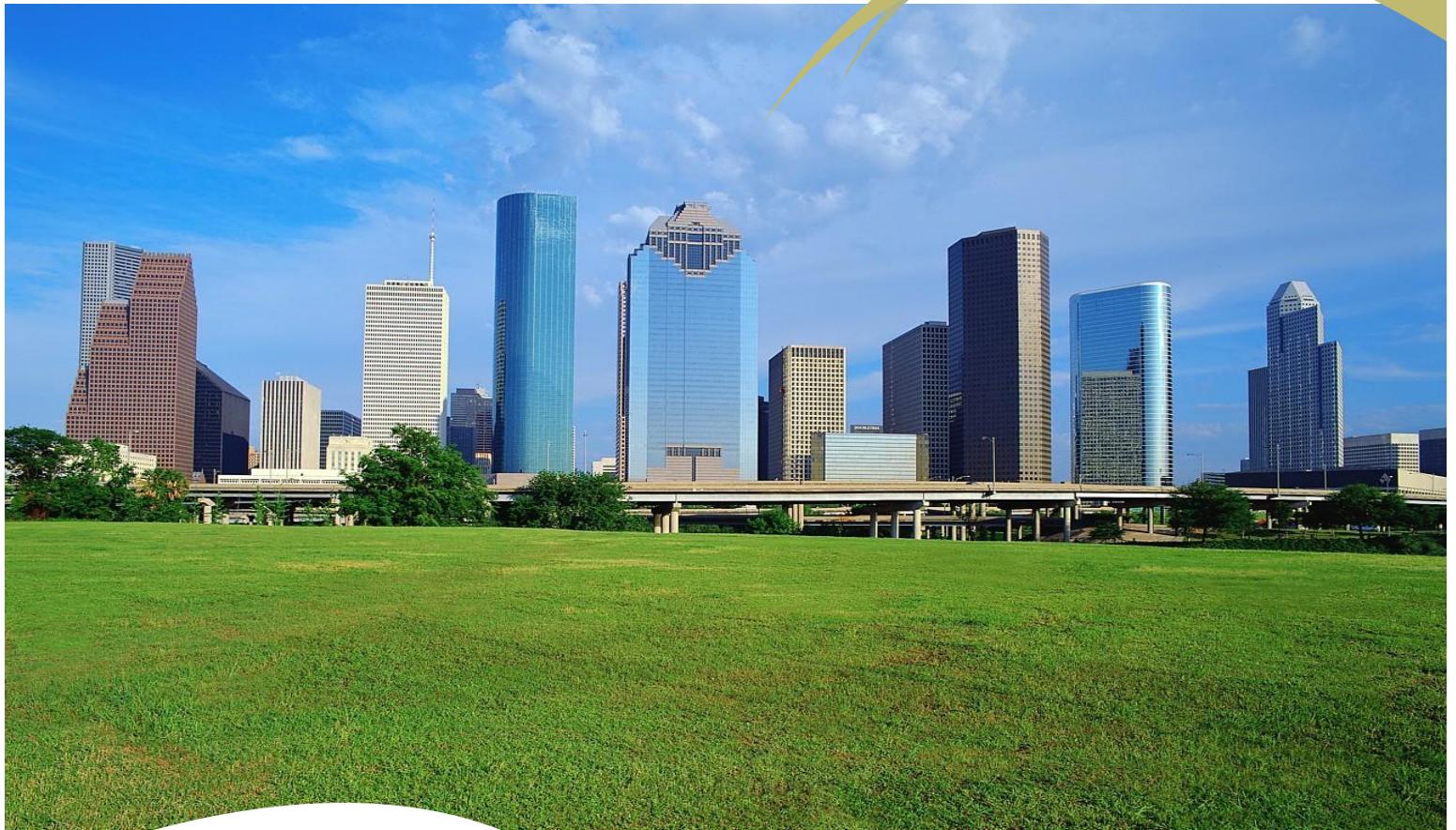


# KNOWLEDGE PERFORMANCE ASSESSMENT



## Knowledge Consulting

### KNOWLEDGE PRINCIPLES

Self-Knowledge - Know Yourself ; Knowledge Perspective - Knowledge is Personal ; Knowledge Purpose - Know Where You Want To Go ;  
Knowledge Assessment - Know What You Know; Knowledge Awareness – Know What You Don't Know; Knowledge Energy – Renewable, Abundance, Power,  
Infinite Recipes; Knowledge Flow – Flows are more important than Stocks; Knowledge Currency - Knowledge is an Asset – a Valuable Currency – Capital – IP;  
Knowledge Intellect - Knowledge is Cognitive, Brainpower, Thinking, & Mindset Matters; Knowledge Intangibility – Knowledge is Intangible, Weightless; Knowledge  
Sharing – Knowledge Transfer, Exchange, & Networking Increases its Value ; Knowledge Capability - Knowledge Enables the Capacity to Act; Knowledge Culture -  
Knowledge is Tribal & Social; Knowledge Duality - Tacit & Explicit – Intuitive & Codified; Knowledge Mobilization – Knowledge Commerce is Incentivized & moved  
by Market Forces; Knowledge Ecology – Knowledge is nurtured and supported in self-directed Contexts; Knowledge Renewal – Knowledge is refreshed by  
Learning, Creativity, Ideas, & Continuous Innovation;

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What we stand for – Principles-Based Knowledge Inspired Performance



# The Value Proposition

CONNECTING YOUR BUSINESS TO THE KNOWLEDGE IMPROVEMENT RESOURCES YOU NEED

## MAJOR BUSINESS BENEFITS

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.

- Enhance 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 senior management of your knowledge leadership and stewardship.
- Identify strengths, gaps, impediments, risks, and vulnerabilities which may not be currently obvious. Avoid blind-spots

## OTHER POSITIVE BENEFITS

- 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 work magic.
- 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.

## ASSESSMENT 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.
- You will obtain many practical and actionable ideas which you can put to effective use immediately.

## KNOWLEDGE ASSESSMENT

We specialize in helping clients to:

- Network knowledge assets, improve ideation, collaboration, organization, exchange, learning, protection, mobilization 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 results in marketing, sales, customer service, knowledge economy development, entrepreneurship, and innovation.



## KEY PERFORMANCE INDICATORS

- 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



## CRITICAL BUSINESS QUESTIONS

- How effectively 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?

## OTHER IMPORTANT QUESTIONS

- 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 new emerging next practices?



## KNOWLEDGE MANAGEMENT CONSULTING

### EXPERIENCE & UNDERSTANDING

We bring a wealth of know-how, a depth of understanding, and a breadth 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 ASSESSMENT TOOLS

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 can provide you with a distinctive edge as you move into the future.

### SMARTER KNOWLEDGE MANAGEMENT INDICATORS

We have a well thought out system of relevant performance indicators which we have specifically developed. Armed with them we can rapidly and clinically assess the efficiency and effectiveness and quality 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.



### INTELLIGENCE & WISDOM

We have successfully completed many projects for clients in Canada and Internationally. We have worked for clients in many different sectors including financial services, pharmaceuticals, telecom, utilities, professional services firms, IT companies, transportation, government, and education. We provide capable, intelligent, wise, and trusted advice you can depend on to move your organization ahead.

Advancing Principles-Based Knowledge Inspired Performance

## KAIETEUR INSTITUTE for KNOWLEDGE MANAGEMENT

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