

KNOW-ALL 10: THE QUICK KM ASSESSMENT

Rate your organization (or part of it) on a score 0 to 10, where 0 is doing nothing at all, and 10 is world-class. We suggest that several people from different groups do this, then come together to discuss and compare.

	Score
<p>1. Leadership</p> <p>Does your organization have a compelling knowledge vision and strategy, actively promoted by your Chief Executive, that clearly articulates how knowledge management contributes to achieving organizational objectives?</p>	<p>.....</p>
<p>2. Culture/Structure</p> <p>Is knowledge sharing across departmental boundaries actively encouraged and rewarded? Do workplace settings and format of meetings encourage informal knowledge exchange?</p>	<p>.....</p>
<p>3. Processes</p> <p>Does your organization have systematic processes for gathering, organizing, exploiting and protecting key knowledge assets, including those from external sources?</p>	<p>.....</p>
<p>4. Explicit Knowledge</p> <p>Is there a rigorously maintained knowledge catalogue, with a structured knowledge tree or taxonomy, that clearly identifies knowledge owners and is readily accessible across the organization?</p>	<p>.....</p>
<p>5. Tacit Knowledge</p> <p>Do you know who your best experts are for different domains of key knowledge, and do you have in place mechanisms to capture their tacit knowledge into an explicit format?</p>	<p>.....</p>
<p>6. Knowledge Hubs and Centres</p> <p>Are there librarians or information management staff that coordinate knowledge repositories and act as focal points for provision of information to support key decision making?</p>	<p>.....</p>
<p>7. Market Leverage</p> <p>Are your knowledge and knowledge management capabilities packaged into products and services and promoted in your organization's external marketing?</p>	<p>.....</p>
<p>8. Measures</p> <p>Does your organization measure and manage its intellectual capital (IC) in a systematic way, and publish regular IC reports to its external stakeholders?</p>	<p>.....</p>
<p>9. People/Skills</p> <p>Have specific knowledge roles been identified and assigned, and are all senior managers and professionals trained in basic knowledge management techniques?</p>	<p>.....</p>
<p>10. Technological Infrastructure</p> <p>Can all important information be quickly found by new users on your intranet (or similar network) within three mouse clicks?</p>	<p>.....</p>