



PETRONAS

Community of Practices (CoP) in PETRONAS

© 2013 PETROLIAM NASIONAL BERHAD (PETRONAS)

All rights reserved. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) without the permission of the copyright owner.



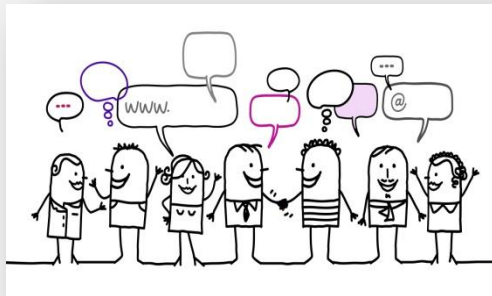
- Value Proposition
- CoP Enhanced Framework
- Passion & why people join CoP
- How we stay connected in CoP
- CoP Structure
- Elements that support CoP's growth & activities
- Good Practices



Value Proposition



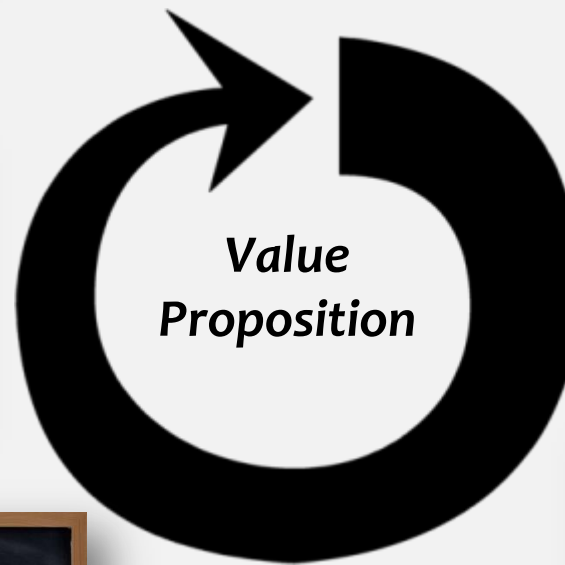
Help with Challenges



Network



Personal Development

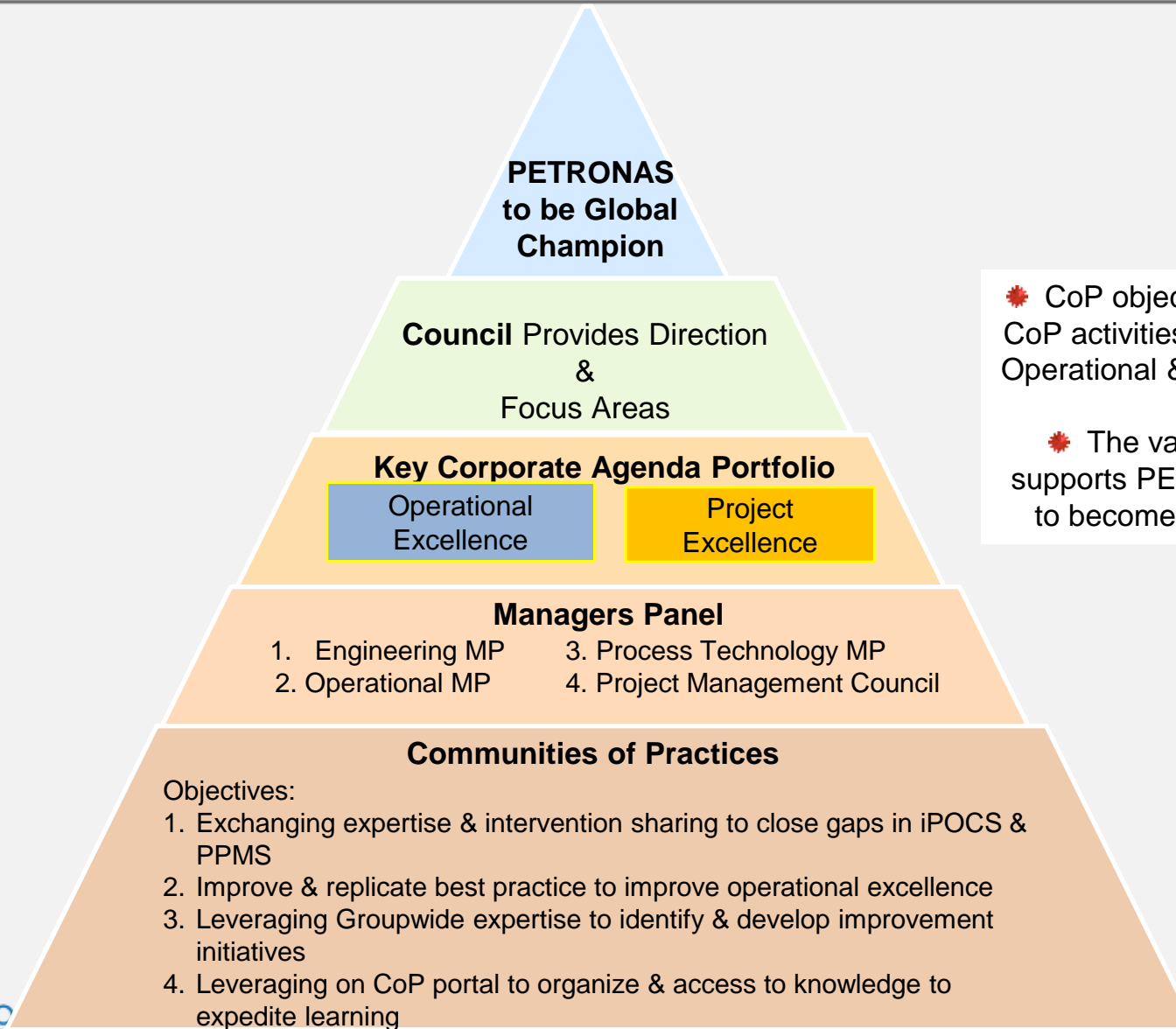


Access to Expertise



Meaningful Work

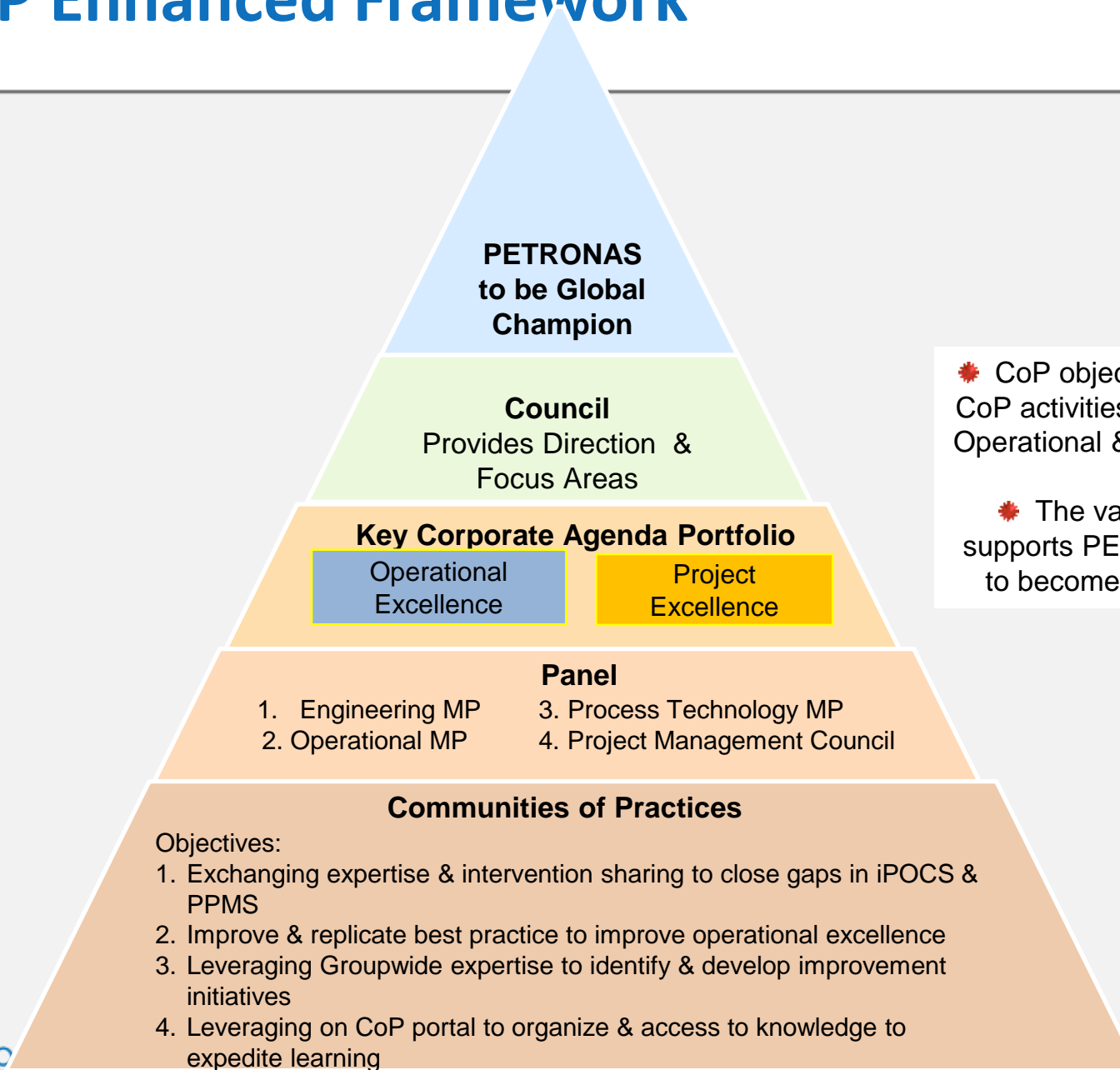
CoP Enhanced Framework



✿ CoP objectives are to drive all CoP activities in steering towards Operational & Project Excellence.

✿ The value created must supports PETRONAS aspiration to become Global Champion

CoP Enhanced Framework



✳ CoP objectives are to drive all CoP activities in steering towards Operational & Project Excellence.

✳ The value created must supports PETRONAS aspiration to become Global Champion

Passion and why people join CoPs



Excellence learning opportunities access to group wide know-how and build up competencies faster



Access to lesson learnt and best practices, the “good tested ways”



Peer-to-peer collaboration to innovation



Fast Peer-to-expert, peer-to-peer discussion, collaboration to experience and insights

How We Stay Connected in CoP



Role	CoP Sponsor	CoP Managers Panel	GTS KM Focal Point	Leaders & Secretary	CoP Members
Tasks	<ul style="list-style-type: none"> Set CoP goals & objectives Sponsor CoP activities Support CoP objectives via management engagement 	<ul style="list-style-type: none"> Supports all communities Work closely with CoP's leaders 	<ul style="list-style-type: none"> Work closely with CoP's leaders Help to set goals and objectives that is aligned with business Acts as advisers and ensures business alignment Set up general guidelines and framework 	<ul style="list-style-type: none"> Elected annually or biannually 5-10% of their time in CoP's Set annual objectives & organize and facilitate activities 	<ul style="list-style-type: none"> Most of them participate as "learners" Some can share community responsibilities Lead workshops, presentations & webinars (share best practices, lesson learnt)

CoP Structure



Manager Panels



CoP Leader



CoP Secretariat

CoP Online Portal
Site Manager



Support/Provide:

- Business needs/direction
- Appointment of CoP leader
- Reporting & improvement
- CoP activity funding

Improvement Working Group
(IWG) 1

CoP members across the Group

- Capture Lesson Learnt

- Deliverable 1

- Group size – 3-4 ppl

Improvement Working Group
(IWG) 2

- Capture Best Practices

- Deliverable 2

- Group size – 3-4 ppl

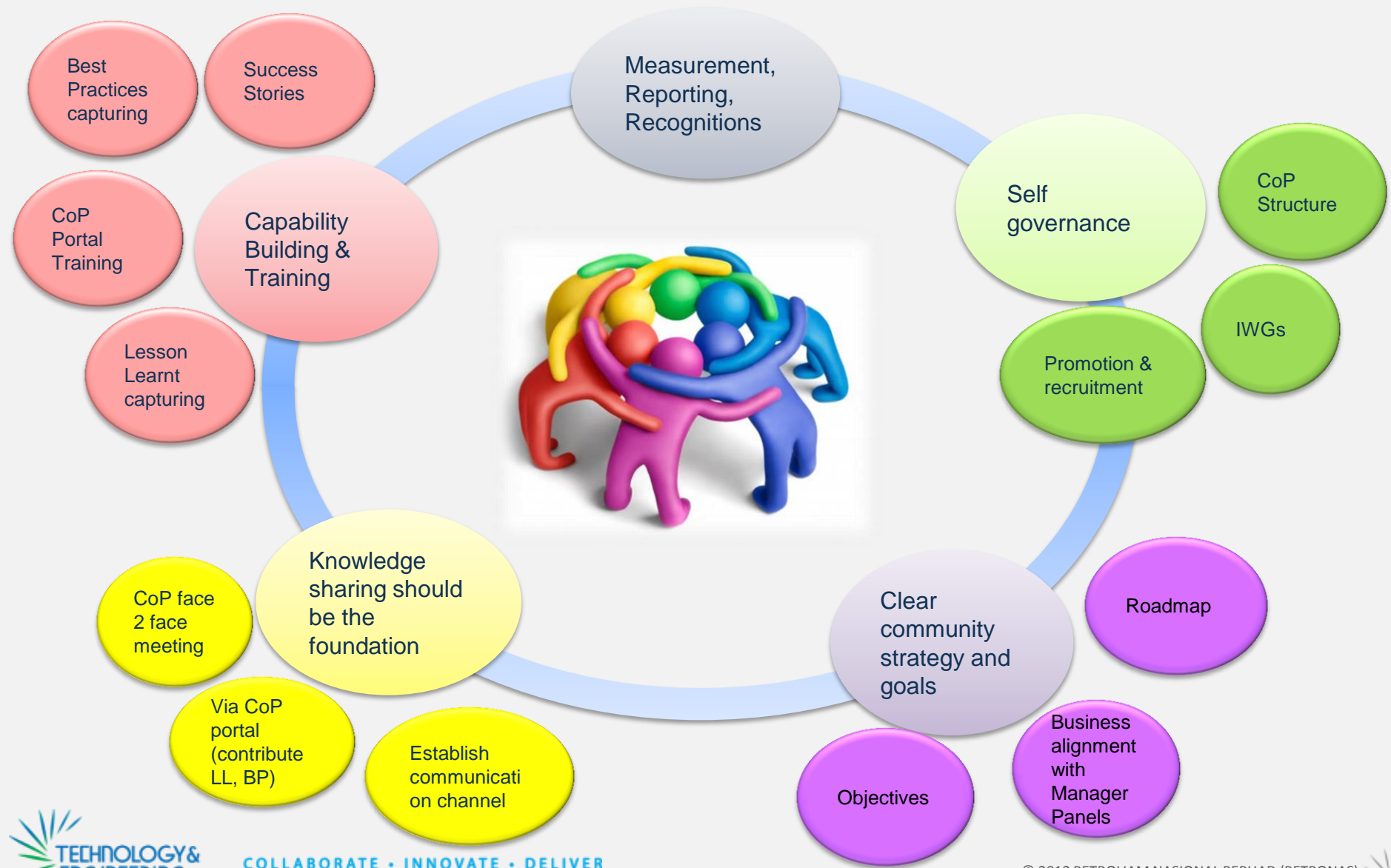
Improvement Working Group
(IWG) 3

- Conduct collaboration studies/benchmarking

- Deliverable 3

- Group size – 3-4 ppl

Elements that support CoPs' activities and growth



Good Practices



Measure & Focus

- Clear direction with vision, metrics & goals for core member
- Look for the next 'game changer'



Networking

- Build partnership with other communities of practice
- Build partnership with external excellence centers



Running like a Business

- Customer focus
- Collecting, capturing, distributing lesson learnt and best practices



Health Check

- Visit the doctor for quarter and annual check



CoP Portal

- Keep the site fresh



PETRONAS

Thank You

adnawia@petronas.com.my



How: Lesson Learnt Capturing Process (1/3)



Seek for past
Lessons Learnt
through Repository
or Past projects

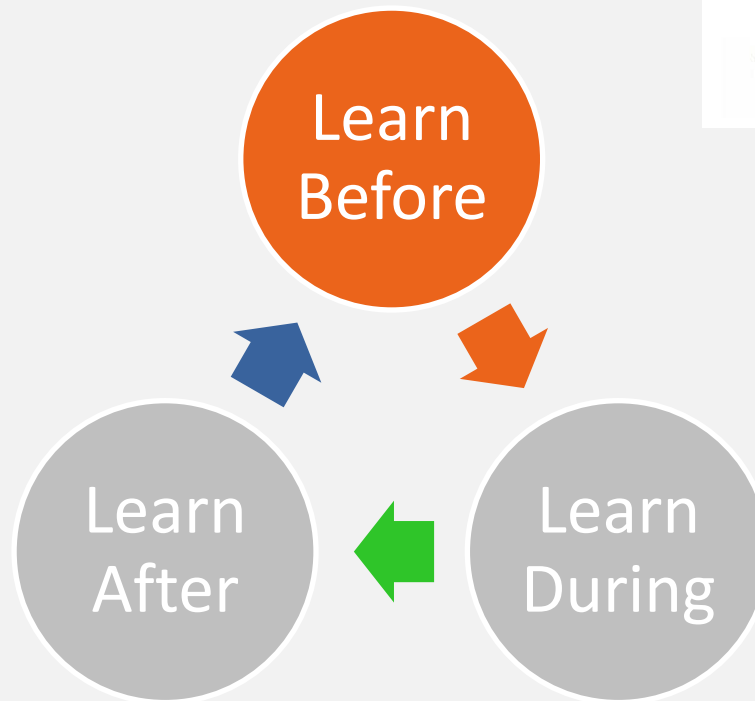


Attend CoP
and learn
from peers

Experts On Call



Ask an expert
that have
experience in
the particular
LL



How: Lesson Learnt Capturing Process (2/3)



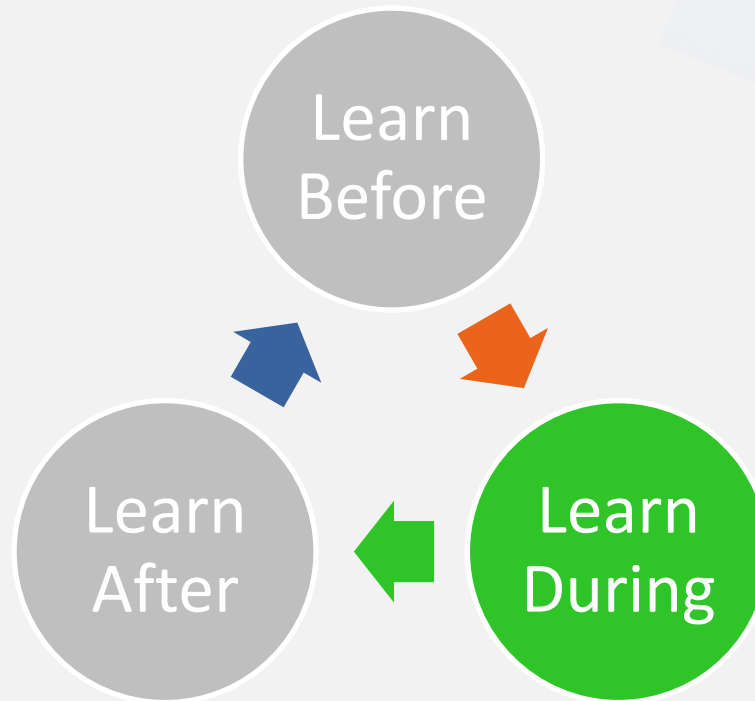
Conduct discussion on which areas you want to improve and capture it as lesson learnt



Capture LL in 4 Quadrant Lesson Learnt template

- ☒ Excellent
- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor

- Start tracking if the LL is effective
- If not, keep seeking for relevant LL and improve project implementation



4 Quadrant Lesson learnt template



What was supposed to happen?	What actually happened?
<i>What was planned and what actually happened? What we wanted to achieve?</i>	<i>What actually happened and why the difference?</i>
What went well?	What can we learn from this?
<i>Identify the reasons for key successes</i> <i>recommend how to repeat</i> <i>Review element of successes</i>	<i><summary/conclusion/way forward (e.g. to form a taskforce to look into possibility ofetc.></i>

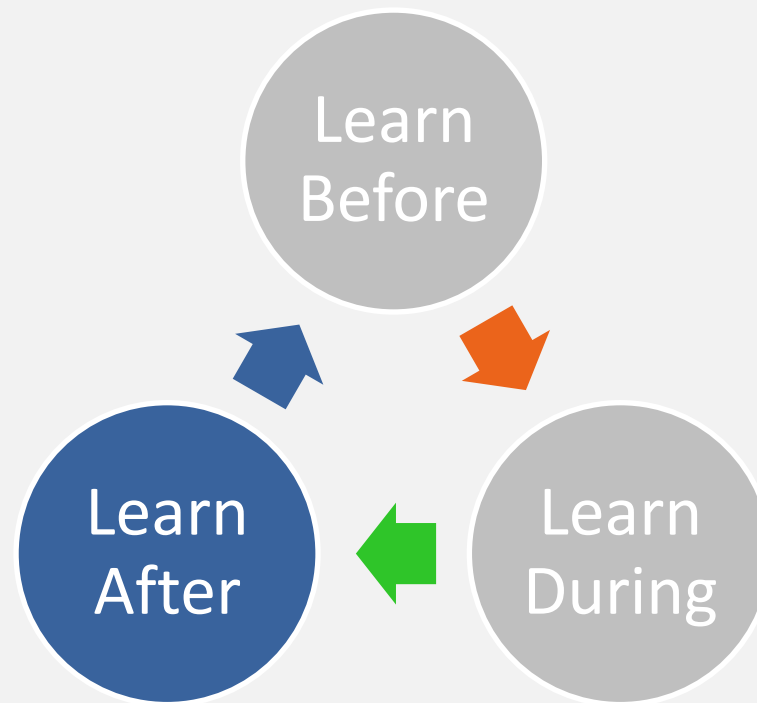
How: Lesson Learnt Capturing Process (3/3)



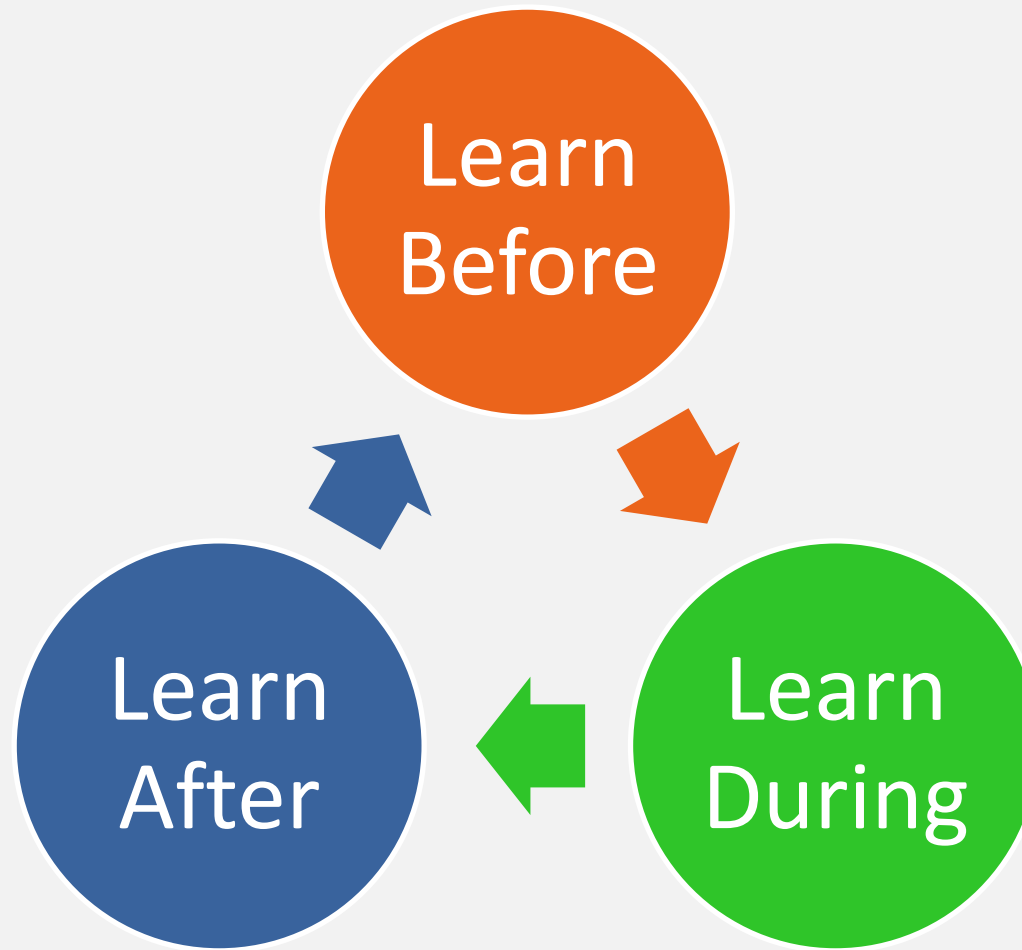
Update the LL in the
CoP portal



New LL shall be
communicated to
CoP members



Identifying, capturing and communicating Lesson Learnt is a continuous process





After a cycle of applying the LL with similar / better result, then the lesson learnt can be considered as a good practice.

- **A is the process of developing and following an efficient and effective way of doing things at delivering a particular deliverable which multiple organizations can adopt.**
- **A best practice**
 - **must be significant and valid**
 - **must be applicable to more than 2 sites**
 - **must shows the consistent result, reliable, repeatable, replicable (3R)**
 - **should be a mandatory manual/guides that all need to follow**

Example of Best Practice Replication via Communities of Practice (CoP)



Approve practice for replication



Sponsor, support, encourage



Focal point will capture, replicate best practice



Site 1



Site 2



Site 3



Site n

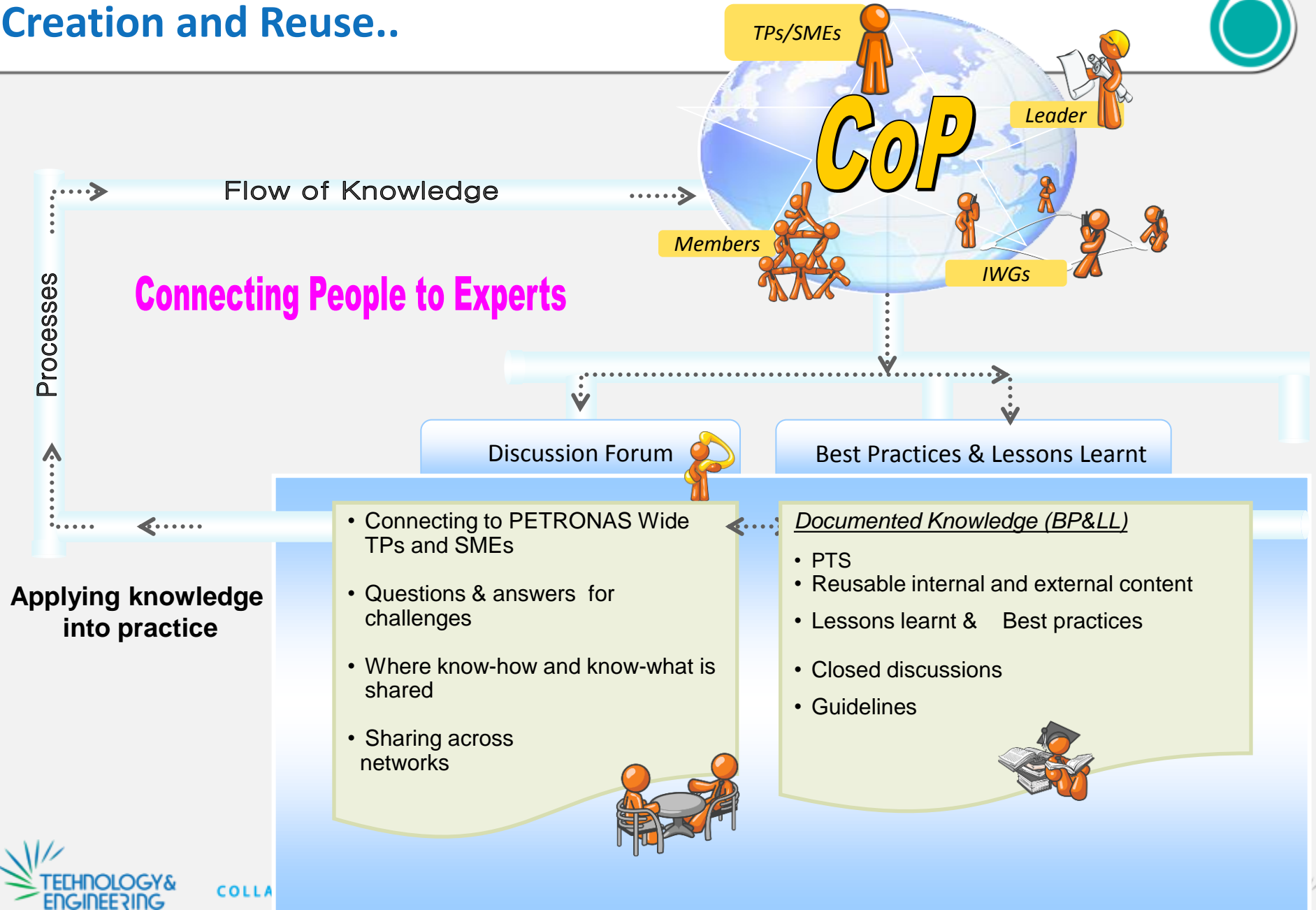
Knowledge worker share experiences in CoP



Continuous Improvement on Best Practices



Online CoP Portal to Enhance Collaboration for Knowledge Creation and Reuse..



How we could CONTRIBUTE to CoP Portal as members to make the knowledge VISIBLE..



- Upload content e.g CoP meeting MOM, Discussion/Presentation Materials, Best practices and Lessons Learnt for sharing and capturing of knowledge worth repeating for further reference by all members group wide
- Use DISCUSSION FORUM to further discuss on specific topic or IWG matter by connecting to TPs/SMEs/other members who can continuously providing feedback and comments on the subject matter
- Check CoP Site at least once a day to look for the new updates and contribute where necessary (Sync feature such as Discussion forum to Outlook)
- Continuously provide feedback to CoP Site Manager/CoP Leader to further improve CoP Portal
- Use CoP as one of the sharing location and Knowledge Resource with regards to the relevant topic as part of daily work/task







Thank you