



KCONNECT2019

DELIVERING VALUE: KM FOR SUSTAINABLE PERFORMANCE

THE APPLIED VALUE OF 'CAPTURING' LESSONS LEARNT

Case Study @ JKR Malaysia

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28.08.2019



JABATAN KERJA RAYA MALAYSIA

As the largest technical public organisation in the nation, Jabatan Kerja Raya Malaysia is responsible for overseeing public-projects development and maintenance of infrastructure assets nationwide



3.9k

technical professionals

23.4k

total no. of employees



KM @ PWD Malaysia



IMPROVED
ACCESS TO
DOCUMENTS



CONNECTING
PEOPLE



LEARNING
FROM
EXPERIENCE



CREATION OF
BEST PRACTICE

MILESTONES



KM INITIATIVES

JKR Malaysia

JPedia Portal

1

**Communities
of Practice**

2

JCoP Portal

3

**Project Lessons
Learned**

4

8

**Smart Mobile
Learning**

7

**JKR Yellow
Pages**

6

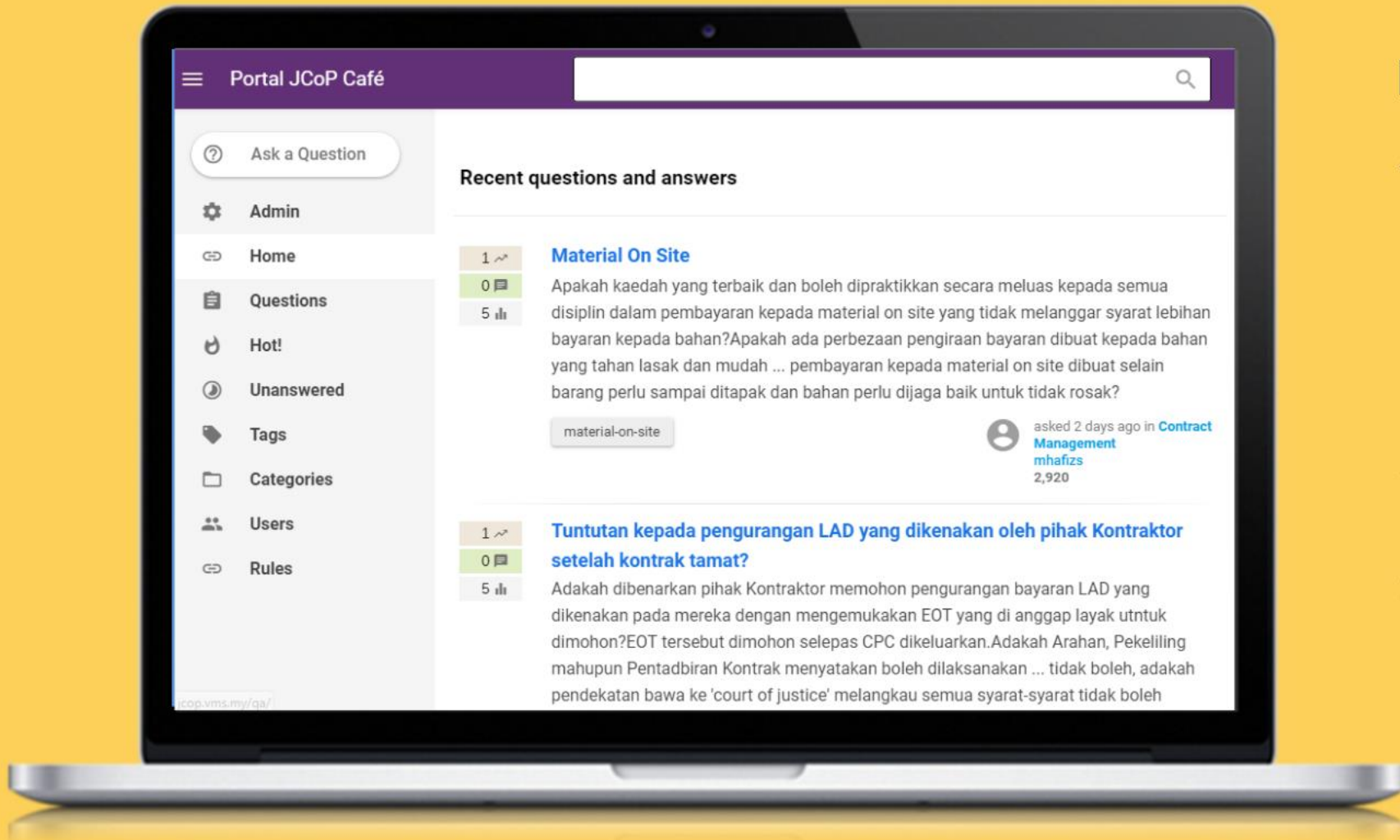
e-Learning

5

**KM
Tool Box**



JCOP CAFE PORTAL



Introduction

Ask and Discuss portal that enables people to share data, information and knowledge in real time.

JCoP Cafe facilitates exchange of ideas and solutions as well as track members' participation



What's next?

Reification of JCoP
Cafe's discussion to
produce knowledge
nuggets



PROJECT LESSONS LEARNED

145

Project Lessons
Learned documents



PROJECT LESSONS LEARNED



PROJECT LESSONS
LEARNED WORKSHOP



GALLERY WALK



PROJECT LESSONS
LEARNED ANALYSIS
WORKSHOP



KCONNECT2019

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THANK YOU

