

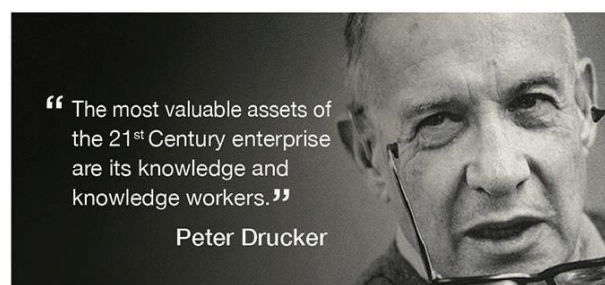
Certified Practitioner in KNOWLEDGE MANAGEMENT (CPKM)

Enhance Efficiency, Decision Quality and Innovation.

Knowledge - one of your company's most valuable assets, after its people - and its effective management is vital to ensure high-quality projects, and, ultimately, to deliver business impact. Knowledge Management plays a critical role in managing the wealth of knowledge that organisations generate through everything they do, across various activities and throughout project cycles. Strong structures and approaches to manage this knowledge are indispensable, to ensure that it is used to its full potential, to prevent knowledge loss, to understand what works and avoid repeating mistakes.

Knowledge Management (KM) Certification targeted to professionals who are responsible for implementing KM program/projects, specifically to assist in developing solutions to problems and issues faced by their organisations.

The program is to support the key goal of managing knowledge, learning, and data effectively to facilitate operations and maximize business impact.



“ The most valuable assets of the 21st Century enterprise are its knowledge and knowledge workers.”

Peter Drucker

With CPKM

For organisations:

- Improvement to business performance
- Build a cohesive knowledge management program to bring value to all staff
- Draws upon and promotes best practices for partners and clients
- Helps to gather and promote the sharing of knowledge as an organizational asset
- More opportunities to develop collective intelligence through collaboration and knowledge sharing
- Reduce risks of knowledge loss

For individuals:

- Recognise their competence and skills in managing knowledge to improve organisational performance
- Continuous professional development
- Help to navigate and utilize the vast amounts of data and documentation inside and outside the company to support their work
- Create practical knowledge packages through research, literature reviews, and data analysis
- Ensure useful knowledge and insights from data and text analytics add value to the work of company staff

5 UNIQUE FEATURES OF CPKM PROGRAMME

Emphasis on the practical aspects of KM implementation, providing enabling tools and guides

1

4-day course covering the know-hows based on a proven implementation methodology called “KM ESSENCE”

2

One day post training coaching session to help practitioners work on their KM ideas and implementation in organisation

3

Free use of KM assessments and Maturity measurement online tools, and SMART mobile learning apps

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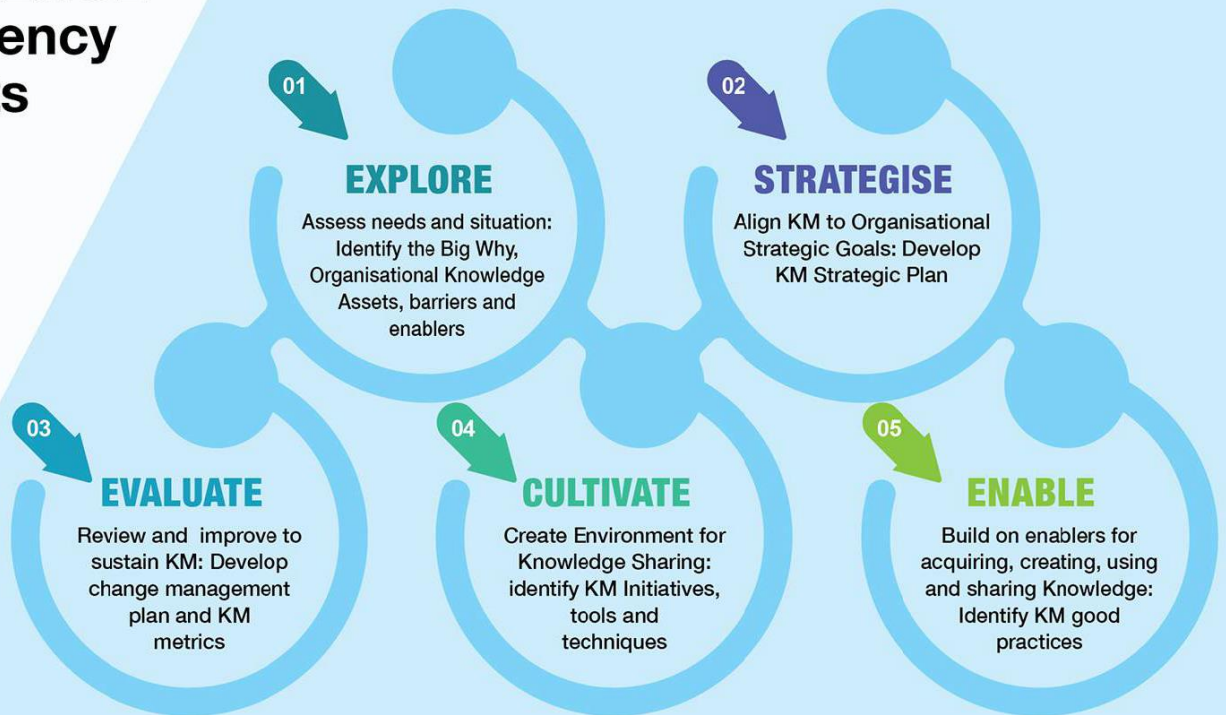
The program is International Accreditation from International Professional Managers Association (IPMA), United Kingdom

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The KM ESSENCE™ Competency Elements

Participants will be exposed to KM implementation methodology called “KM ESSENCE”, an acronym that stands for Explore, Strategise, Enable, Cultivate and Evaluate.

These are the five basic phases to successfully institutionalise a KM Program in an organisation.



PROGRAMME MODULES**

Module 1 - KNOWLEDGE MANAGEMENT (KM)

- Definitions
- Why KM Matters
- KM ESSENCE model

Module 2 - EXPLORE

- Understanding the requirements in KM Standard ISO 30401:2018
- Knowledge assessment

Module 3 - STRATEGISE

- Environmental scanning/ SWOT analysis
- KM vision, mission, goals
- KM strategies and Implementation Road Map

Module 4 - ENABLE

- KM Processes
- SECI model
- KM champions and KM team
- KM Tools & Techniques
- KM Budget
- Key Success Factors
- KM Framework
- Change Management Plan

Module 5 - CULTIVATE

- QUEST Dashboard - Leadership, Organisation, Technology, Learning
- Implementation Approaches
- KM Planning
- KM in teams and projects
- Communities of Practice
- Knowledge taxonomy
- KM Quick wins
- Pilots Roll-out
- Embedding KM

Module 6 - EVALUATE

- Types of Metrics
- KM Maturity Assessment
- Interventions
- Continuous improvements
- Measuring KM Performance

WHAT YOU WILL LEARN?



1. Define KM and understand the value that KM can deliver to organisations



2. Explain the principles that underpin KM



3. Apply the KM ESSENCE™ model including processes that support KM



4. Apply proven KM tools and techniques within the organisational context or project environment



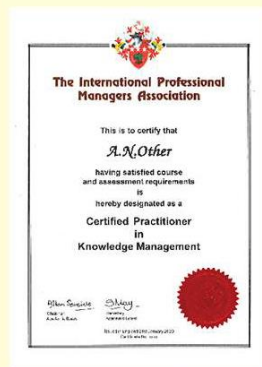
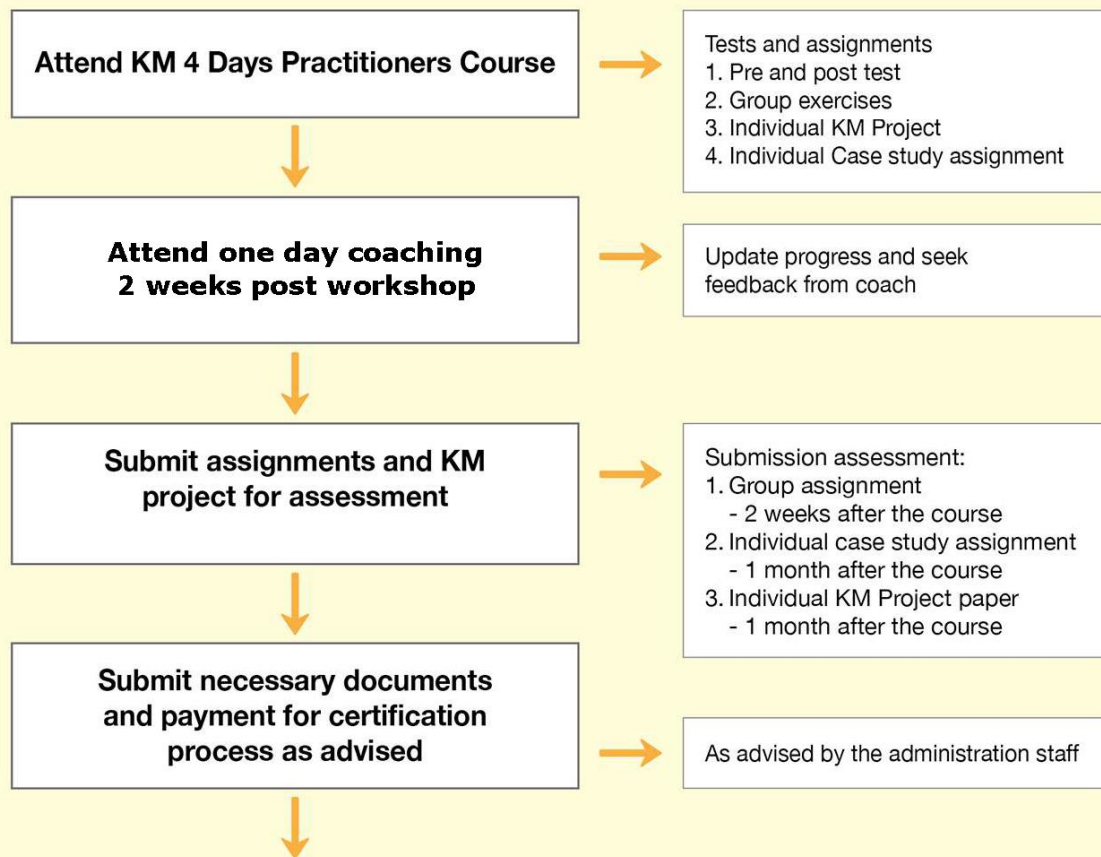
5. Check blind spots and move forward if your KM program has not achieved the expected results



6. Identify barriers to remove and enablers to build on so as to create the right environment for KM

**** Exercises, practical assignments, tests will be carried out throughout the workshop.**

HOW TO EARN YOUR CERTIFICATION



Upon completion and meeting the requirements, you will receive the
“certificate Practitioner In Knowledge Management”
 awarded by IPMA, UK

How Other Companies Implement Knowledge Management

Source: ProProfs Knowledge Base Website

FORD



The global automaker has been a long time practitioner of knowledge management best practices. Ford particularly applied knowledge management principles to product development processes. They used a web-based knowledge management enabler to maintain quality standards across its product line. This early adoption allowed Ford to raise its initial quality by 18% and reduce its warranty cost by \$1 billion.

General Electric



Sharing and managing this data is crucial to ensure that business processes are streamlined. GE has managed to sidestep this problem through its Corporate Executive Council, which is the good example of knowledge management. The council represents a compendium of management that meets for two days to share information and experience. This allows knowledge to be shared at the broadest levels of the company, allowing management to get a grip on the business' successes and failures as a whole.

Who Should Attend:

- Interested individuals or organisations that are new to KM, wishing to get KM started quickly and confidently
- KM professionals who may have already started their KM journey but need some coaching to help attain the desired results

KM EXPERTS & TRAINERS

The course will be conducted by experienced KM practitioners, who have helped organisations implement KM successfully. Both trainers are Certified Knowledge Managers and Certified HRDF trainers.



Sr Roznita Othman began her career in the Public Works Department as a Quantity Surveyor in 1981. She was appointed as Head of Enterprise Content and Knowledge Management Unit in 2008.

Through her KM leadership, she charted out a KM framework aligned to the Department strategic goals and to support the Department's change agenda, by inculcating knowledge culture, developing KM competency and embedding KM in work practices and processes.



Geeta Albert is the CEO of Knowledge Connections Inc. She has been in the KM training and consultancy business since 2009.

Prior to that she was heavily involved in designing and implementing Library Management Systems in various institutions. Geeta has been appointed KM Consultant in multiple organisations and has been regularly sharing her implementation experiences at international Knowledge Management conferences.



Our goal at QUEST Learning is to help organisations improve performance, productivity and profits through result-based training, coaching and consulting.

For over 30 years, we have worked with global brands and hundreds of organisations throughout Asia, bringing tangible results and improvement to their organisations. Headquartered in Kuala Lumpur, Malaysia, we serve our clients throughout the region from our offices in China, Singapore, Hong Kong and Indonesia, providing our clients the opportunity to work on a regional platform.



The International Professional Managers Association (IPMA), United Kingdom is an International Examining, Licensing and Regulatory Professional body formed for the purpose of providing practicing managers with the opportunity to participate and to be part of the process of improving managerial performance and effectiveness in all areas of business and industrial activity. Our Certified Professional Trainers are accredited by IPMA, (UK)

IPMA's primary objective, as an International examining, licensing and regulatory professional body, is to improve the key skills required for effective management.



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(Until 5th March 2021)

*prices are exclusive of SST

