

Primer on steps to implement an ISO30401-compliant Knowledge Management System

Stage A: Designing the Knowledge Management System (KMS)

1. Determine internal and external stakeholders for your organisation, and identify the business and organisational performance targets they require.
2. Prioritise importance of identified performance targets through the lens of your organisation's culture, environment, and infrastructure.
3. Identify knowledge domains that add value to your organisation, then evaluate and rank how valuable each domain is in helping your organisation achieve its performance targets.
4. Identify current issues that are impeding achievement of your organisation's performance targets.
5. Identify SMART KM objectives that will boost business performance and/or address pressing issues.
6. Determine and document a mix of agreed KM objectives that also limits the number of knowledge domains targeted, in order to optimise relative return on investment (RROI).
7. It is desirable for objectives to specify expected, measurable:
 - benefits in terms of business operating parameters such as safety, time, risk, quality, cost, market share, and customer experience
 - overall impact in terms of business (financial) results, organisational (people) results, customer related results, and/or social and environmental results

Stage B: Operationalisation of the KMS

1. Identify and implement evidence-based interventions that support achievement of the agreed KM objectives in relation to improving:
 - acquisition of new knowledge
 - application of current knowledge
 - retention of current knowledge
 - handling of outdated or invalid knowledge
 - individual and team interactions, both formal and informal
 - demonstration, recording, or codification of knowledge
 - knowledge synthesis, curation, classification, and discovery
 - knowledge assessment and learning
 - rate of uptake/implementation of learnt knowledge
2. Ensure that necessary organisational support is in place, including but not limited to:
 - identifying and assigning roles and responsibilities
 - setting up collaborative tools
 - setting up physical workspaces

- aligning organisational strategy and policies
 - defining service level agreements (SLAs)
 - implementing codes of conduct
 - setting organisational expectations and norm around knowledge sharing and learning
3. Ensure that senior managers and leaders demonstrate genuine support for the KMS by:
 - explicitly assigning responsibility and authority for the KMS, including ongoing compliance with the ISO 30401 standard
 - fostering organisational values that enhance trust
 - supporting changes to policy and strategy required to align with agreed KMS objectives
 - providing needed resources (staff and money)
 - taking tangible actions that demonstrate commitment to achievement of the KMS objectives, and directing, motivating, inspiring, empowering and supporting all others to do the same
 - taking responsibility for success of the KMS and promoting its continual improvement
 4. Ensure that all people who will engage with any part of the KMS (especially due to changed organisational arrangements) are trained and/or demonstrably competent in their required tasks and responsibilities.
 5. Implement internal and external communications about the KMS to:
 - communicate management arrangements for the KMS
 - make people aware of your organisation's KM policy
 - explain how they are expected to contribute to operations of the KMS, and why (both benefits and accountabilities)
 - encourage and nurture sharing behaviours
 - encourage use of KMS systems
 - encourage other organisational changes as necessary
 6. Implement ongoing KMS processes that:
 - monitor and evaluate progress in achieving your KM objectives
 - communicate your KM objectives internally and externally
 - periodically review and update your KM objectives
 - implement process controls to address risks and ensure continual improvement of the KMS
 - document management oversight activities to demonstrate compliance