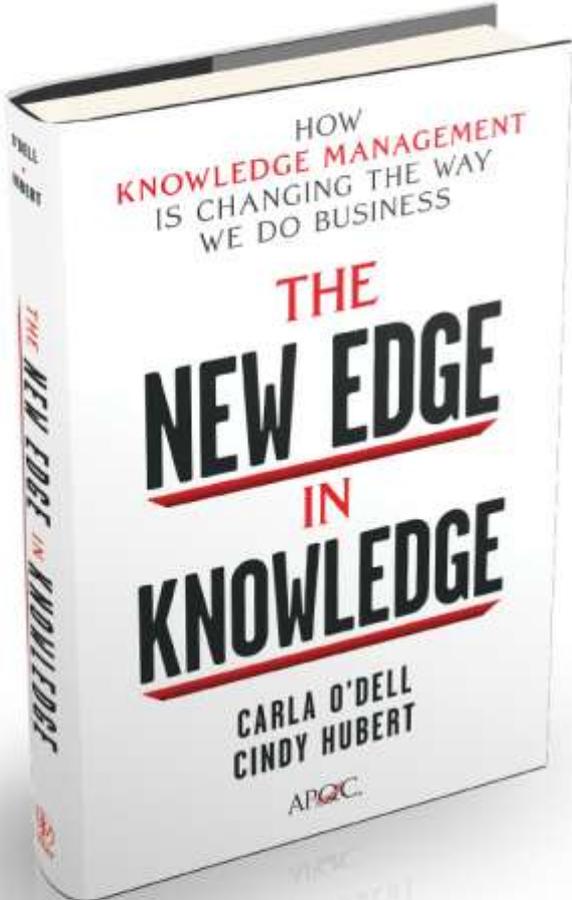
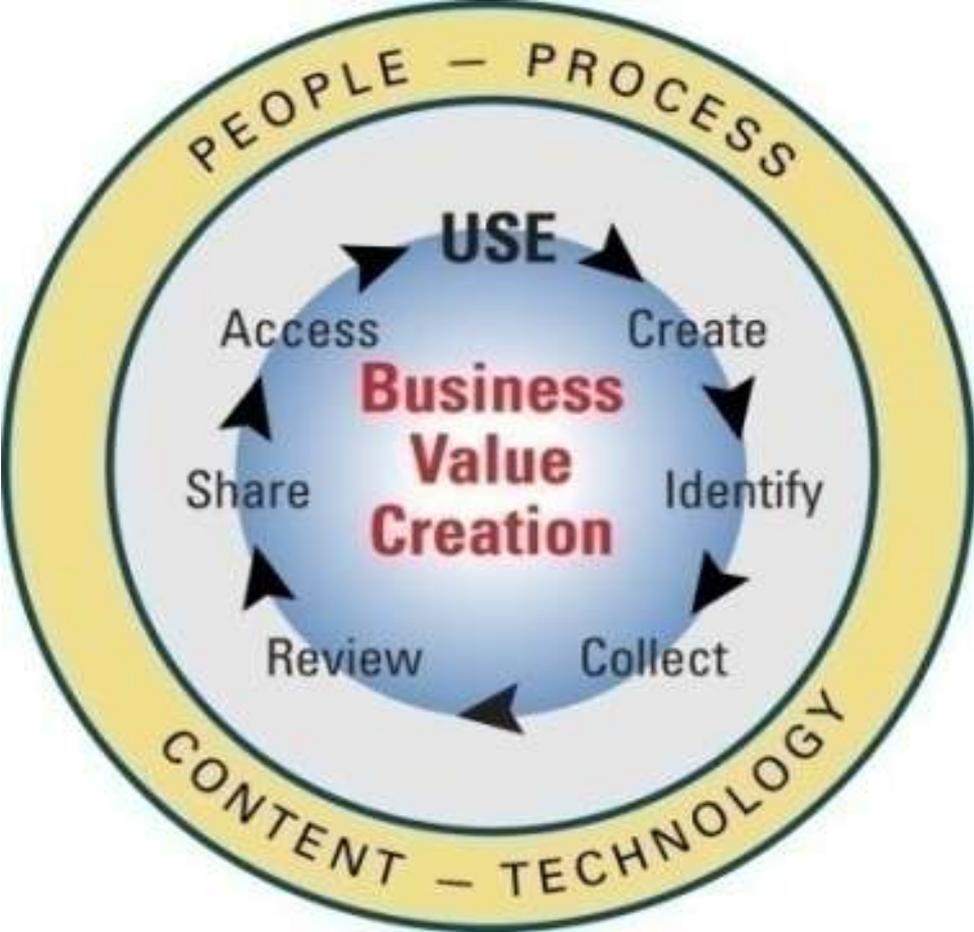


# Look who's talking about...

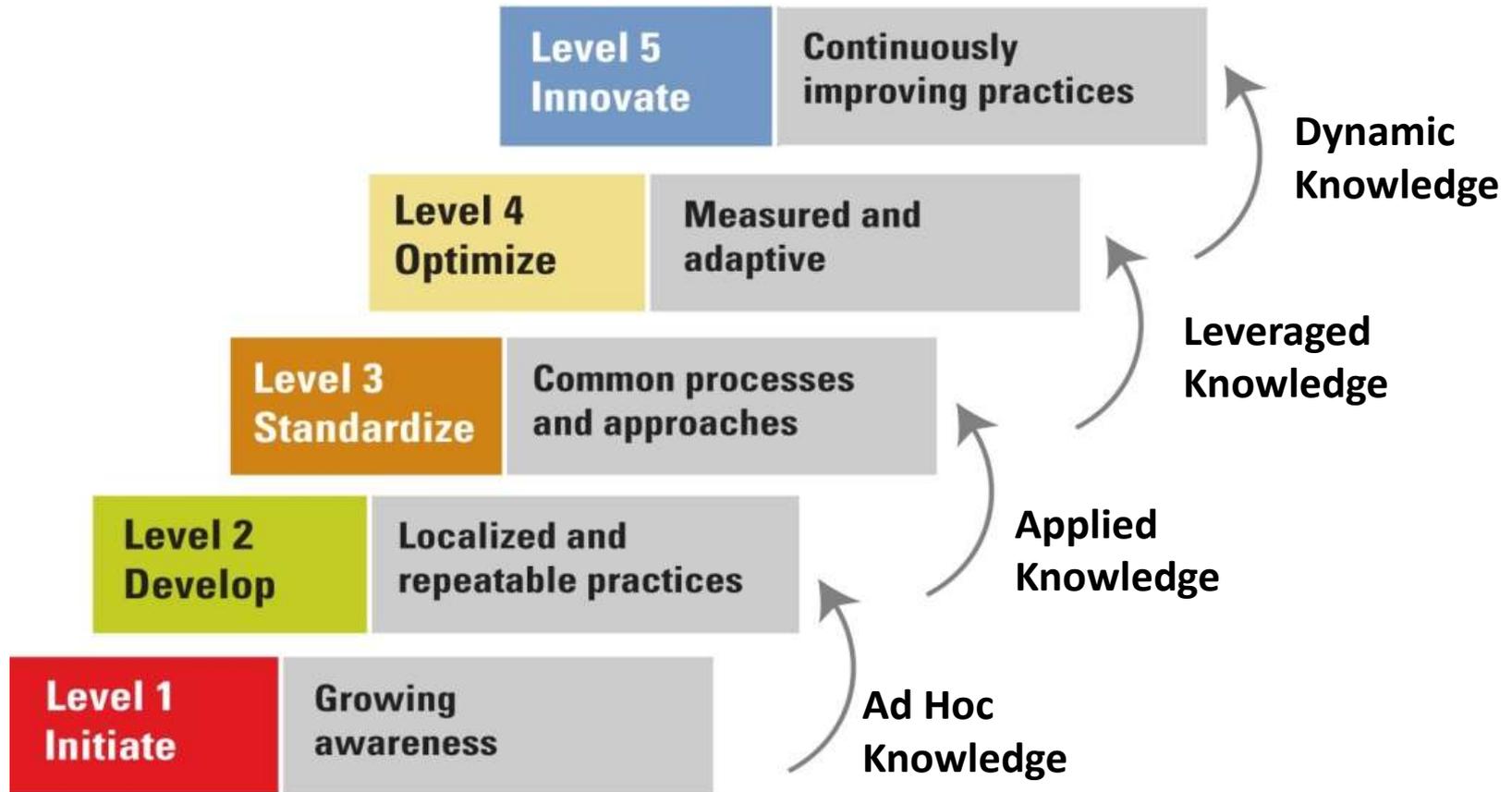


# Knowledge Adds Value When It Flows



***APQC's Knowledge Flow Process***

# Higher Knowledge Management Maturity = 2x Better Financial Performance\*



*APQC's Levels of Knowledge Management Maturity™*

\* 2010 APQC sponsored research: Yokell, M.R.

# Above the Flow or In the Flow?



*Embed KM in the Flow of Work*



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# How KM Enables Agility in the Face of Business Disruption

**KM as 1<sup>st</sup> Responder**

# Why Is KM Important in a Crisis?

1. The stakes are high.
2. There is a process to enable.
3. The flow of knowledge --communication, coordination and collaboration-- is essential for success.
4. Preparation and community count more than technology.



# Best Practices

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# The Case For Action

Network Name													
Sponsor													
Network Lead & Time Requirements	Build-out (6 mos.) – 50%, Operate (on-going) – 25%												
Value Proposition													
Key Activities & Deliverables	•												
Core Members	<table border="1"> <tr> <td>Alaska</td> <td>Lower 48</td> </tr> <tr> <td>Australia</td> <td>NSBU</td> </tr> <tr> <td>Canada</td> <td>Russia</td> </tr> <tr> <td>China</td> <td>Venezuela</td> </tr> <tr> <td>Dubai</td> <td>Global Procurement Services</td> </tr> <tr> <td>Indonesia</td> <td>Upstream Technology</td> </tr> </table>	Alaska	Lower 48	Australia	NSBU	Canada	Russia	China	Venezuela	Dubai	Global Procurement Services	Indonesia	Upstream Technology
Alaska	Lower 48												
Australia	NSBU												
Canada	Russia												
China	Venezuela												
Dubai	Global Procurement Services												
Indonesia	Upstream Technology												
Key Milestones	<ul style="list-style-type: none"> <li>• NoE core team members identified by</li> <li>• NoE Leaders identified by</li> <li>• Estimate of value proposition by</li> <li>• NoE finalize Business Case by</li> <li>• NoE &amp; portal launch by</li> <li>• NoE Business Case sanctioned by sponsors by</li> </ul>												
Measure of Success (see Balanced Scorecard for details)	<ul style="list-style-type: none"> <li>• <u>NoE</u> – Network activity level in terms of both sharing of content, and subsequent posting of success stories</li> <li>• <u>Productivity</u> -- Gains reflected through reduction in LPOs and improvement of asset &amp; operating efficiency metrics and risk profile improvement.</li> <li>• <u>Financial</u> -- Cost savings associated with managing process &amp; production integrity and repairs</li> </ul>												
Other Comments	•												



Source: APQC KM Research,  
ConocoPhillips Site Visit



# KM helps Soldiers save lives

Provides online communities as places to go to share advice and insights.

**Action:**

*A COIN Forum member with a Police Mentor Team in Afghanistan queried the Forum for any resources to test the launchers for RPG's. In the Afghan National Police, five RPG's had exploded as they were fired, killing at least one gunner and injuring others.*

**Result:**

- *53 Forum members responded, including one GO.*
- *An improved Training Support Package and new launchers were issued at all Regional Training Centers.*
- *A USASOC Safety Bulletin was issued, and improvements were made in other RPG training and safety programs. 17 Jan 08*



*Photo courtesy of U.S. Army  
A Soldier from HHC, 173rd Special Troops Bn coaches an Afghan National Police officer.*

**Improves training  
Prevents injuries**

