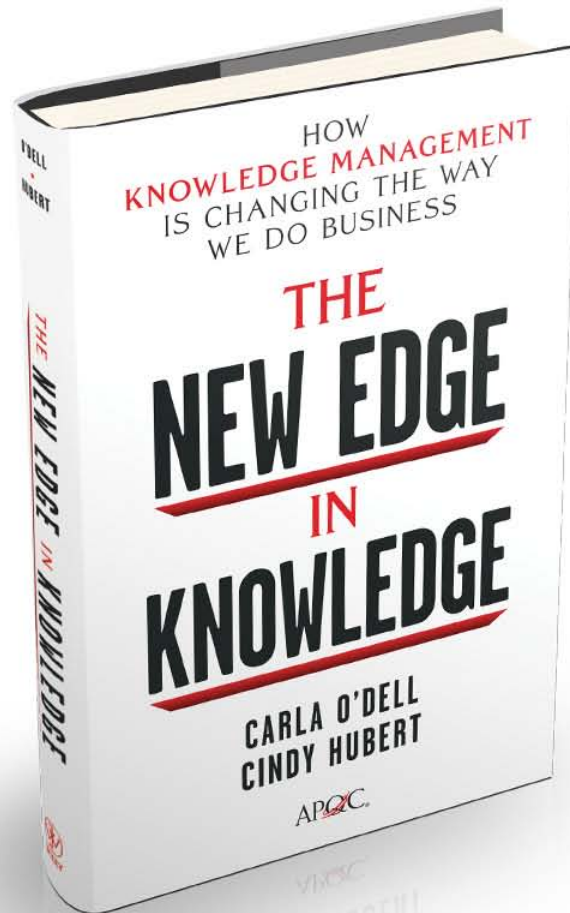


Look who's talking about...



How To Make Your KM Program *<really>* Matter

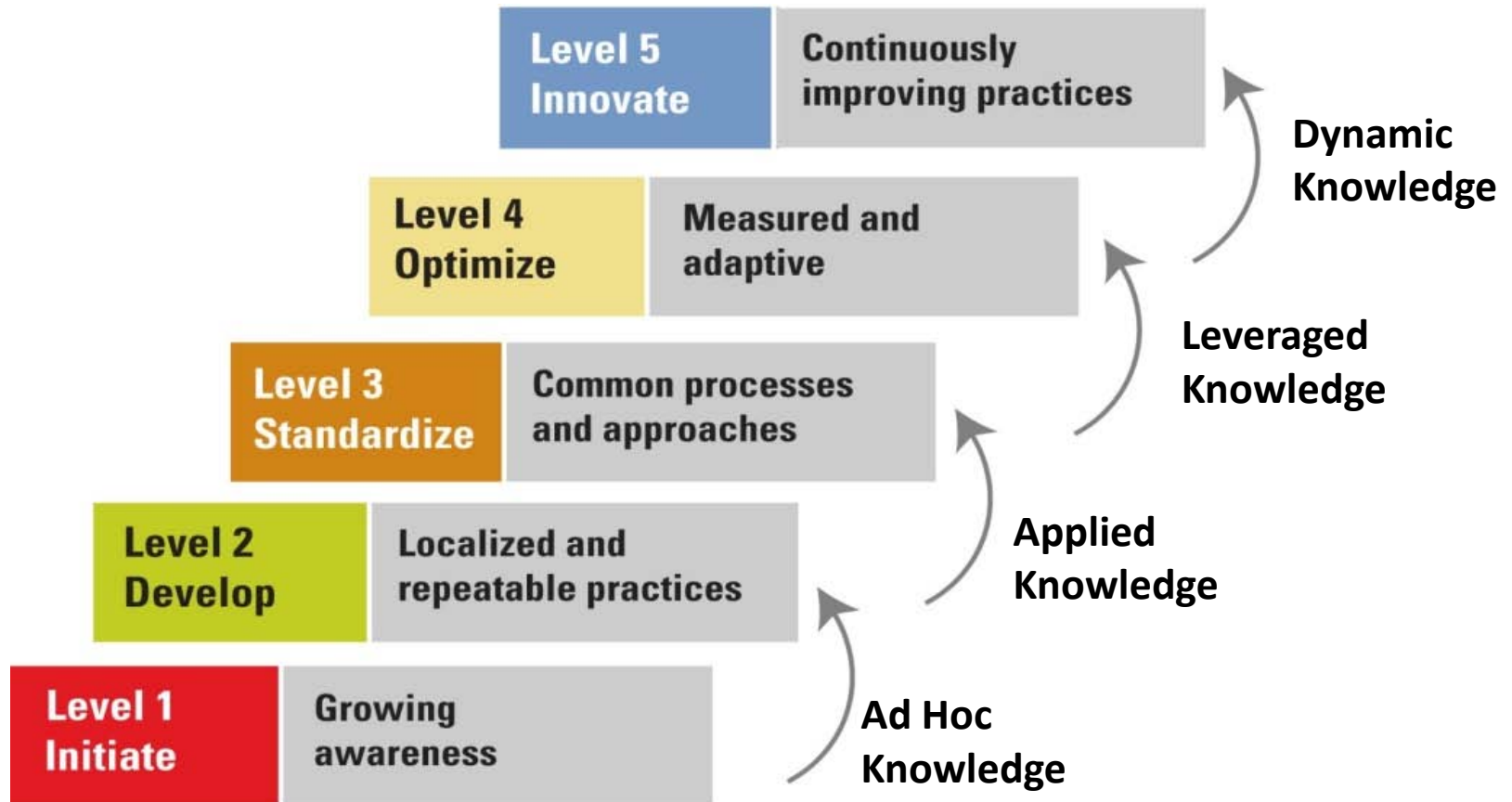
Cindy Hubert, executive director, APQC



KM FAQs



Higher Knowledge Management Maturity = 2x Better Financial Performance*



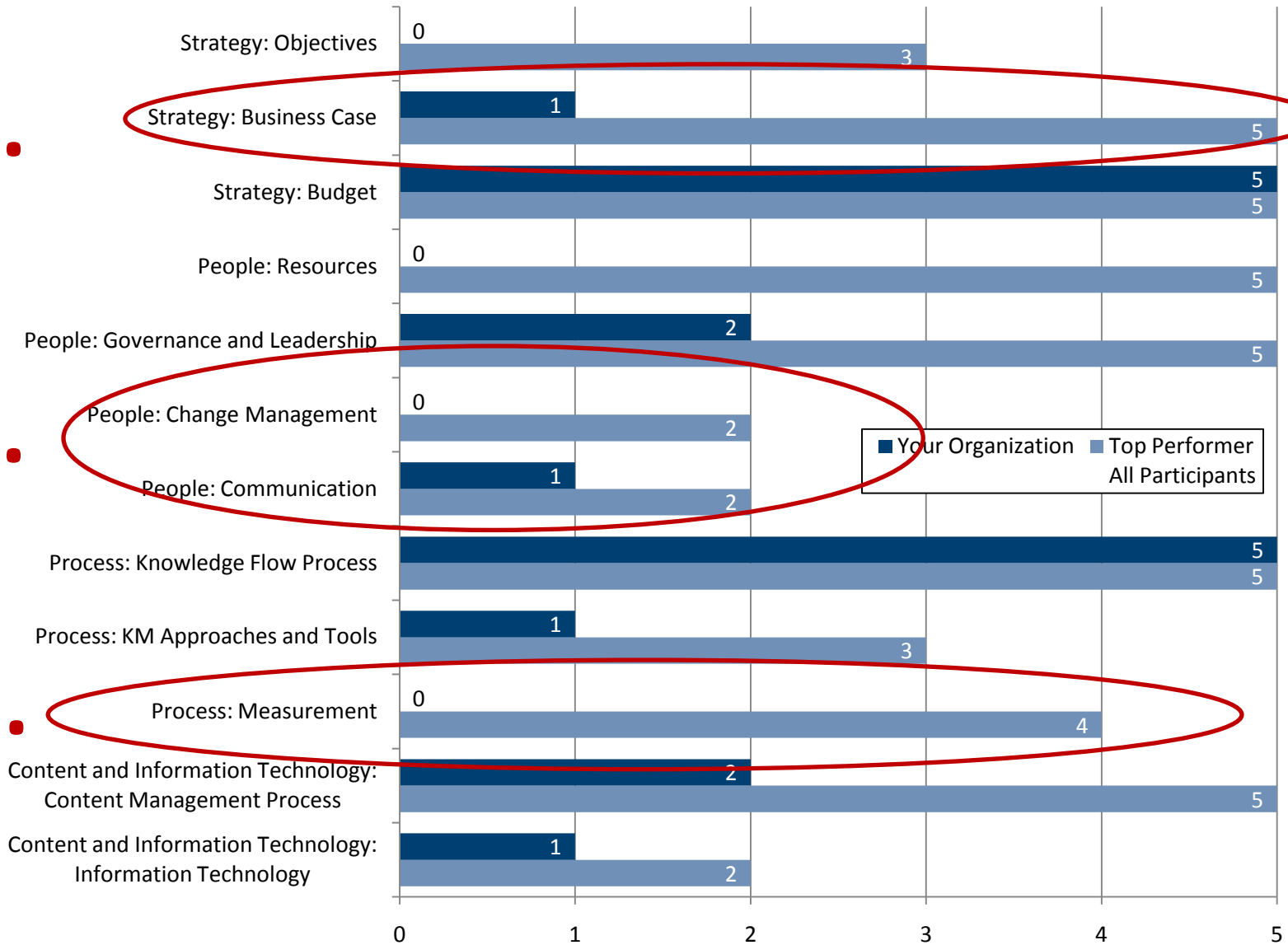
APQC's Levels of Knowledge Management MaturitySM

Drivers For a KM Program

1.

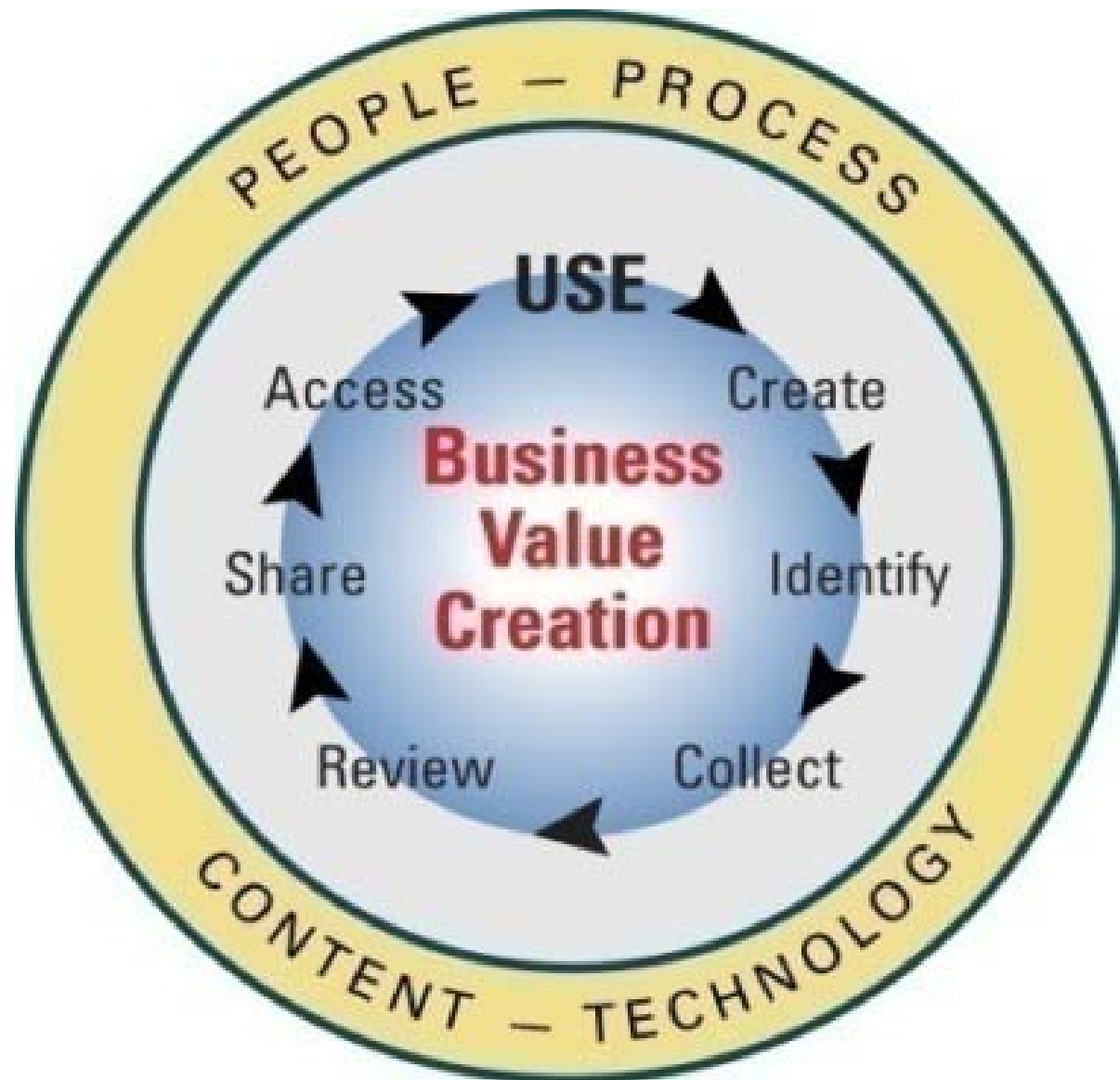
3.

2.



Assesses KM Across 12 Capabilities

1. The Power of the Business Case

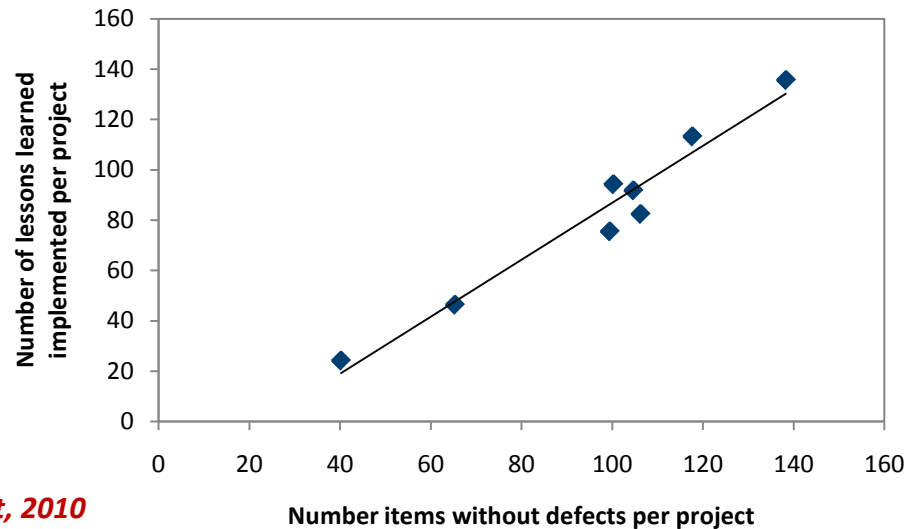
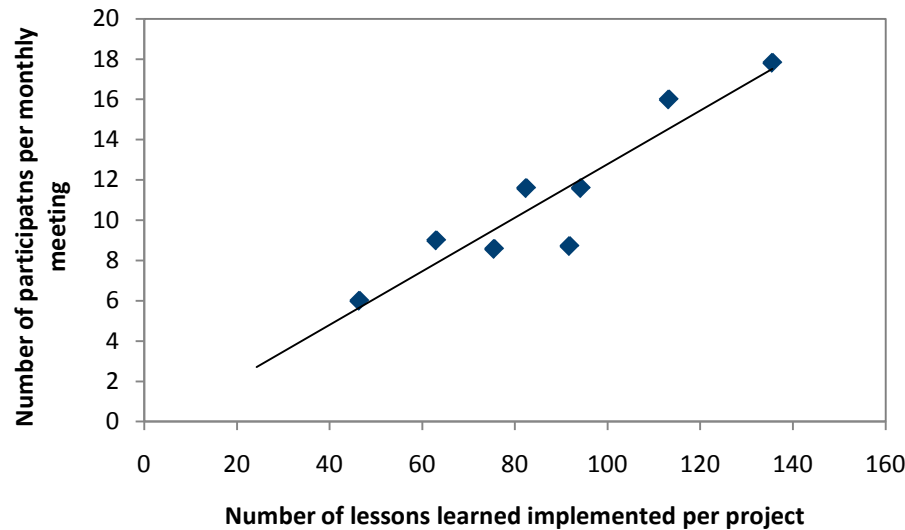


Basic Assumptions	
Engineering Support Man-hour Cost	\$ 100.00
KM Investment Information	
<i>Team Costs</i>	
Administration Costs (KM Program, facilitators, content mgr)	12,000
Contract Labor	-
Participation Costs - Man-hours: 400	40,000
Travel and Meeting Costs	24,000
	76,000
<i>Infrastructure Costs</i>	
Technology	0
Other Infrastructure Costs	0
	0
<i>Ongoing Costs</i>	
Measures / Metrics System	5,000
Other	0
	5,000
Outputs/Outcomes	
Direct cost reduction	0
Direct cost avoidance (potential per episode) = 784 Man-hours	78,400
Productivity impact (2 Unplanned ground test events)	10,000
Revenue impact	0
Other impact	0
Total Benefits	88,400
Enterprise Outcomes	
Productivity growth	5%
Revenue growth	0%
	5%

You Will Need a Vision



2. Measure Along the Value Path



Source: APQC's Peer-to-Peer Measurement Project, 2010



**Help! We need a change
management plan!**



3. Make KM Fun!

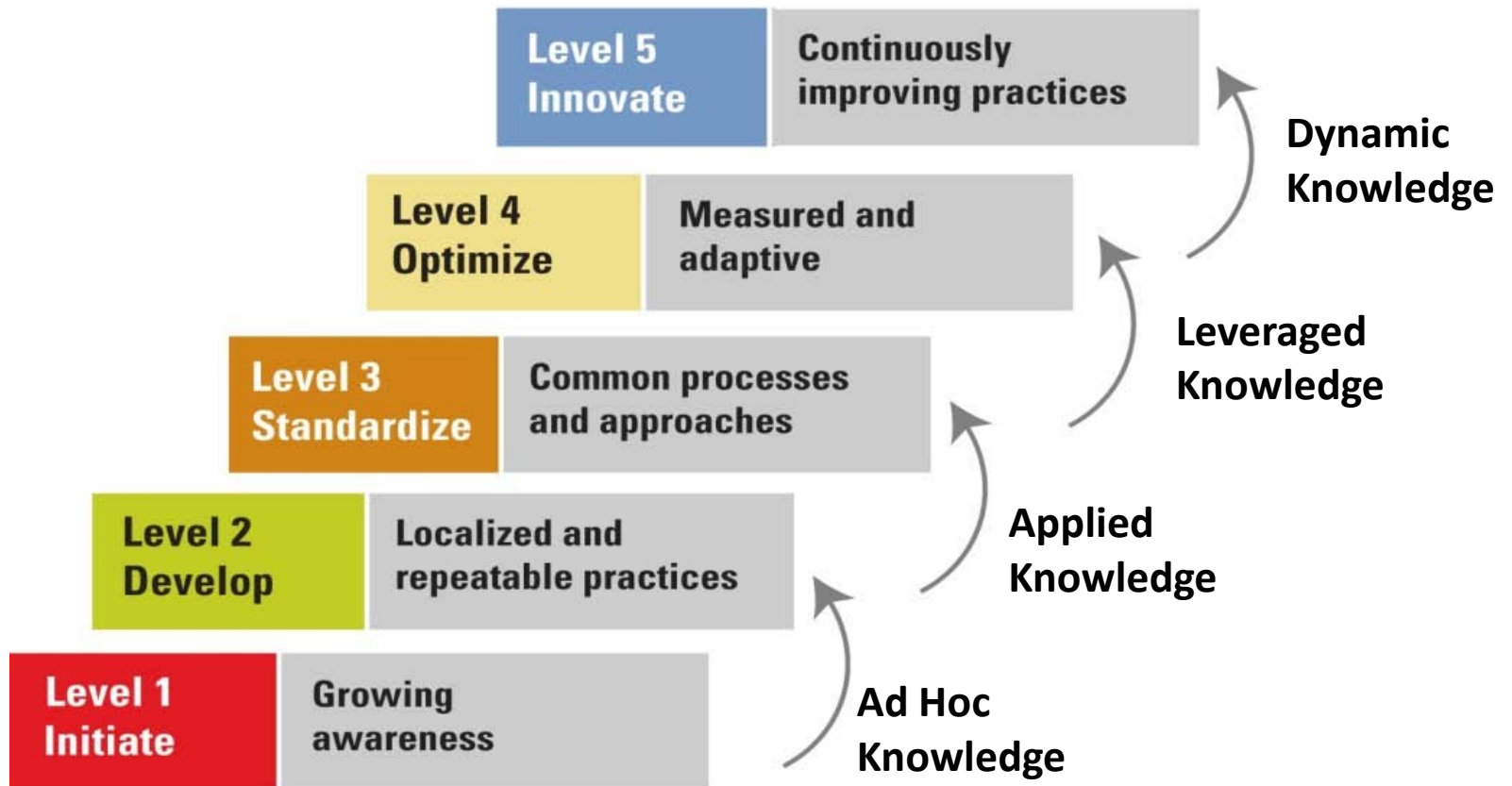
A group of six business professionals in suits and business attire are running a race on a red running track. They are crossing a red ribbon finish line. The scene is outdoors with trees and a fence in the background. The text is overlaid in red on the image.

Think innovatively; be practical.

Measure for impact, but rely on
evidence of capability.

You will need stamina and persistence.

Enjoy the Journey!



APQC's Levels of Knowledge Management MaturitySM