

Managing knowledge to optimise business value

17:00-21:00, 20 January 2010

Dukes Hotel, St James's, London SW1A 1NY

Member companies of the H-I Network are experiencing an upsurge in interest in knowledge management. This appears to be driven by the combined effects of several trends rather than one overriding one. The trends include the shift to a knowledge economy, meeting the knowledge requirements of today's methods for continuous improvement, safeguarding the knowledge held in a maturing workforce, supporting services that are being built around established products, complying with increased regulation, and meeting the firm's corporate social responsibilities (CSR). However, in many companies, the management of knowledge is addressed as a technology issue rather than being seen as an imperative in meeting business needs and increasing margins.

At this forum, Hank Malik of Carbon Trust will describe the approach that he has used in several organisations to establish a sound governance framework to underpin knowledge-based initiatives and will then help us determine where and how knowledge contributes to increased business value. We will discuss the scope of the governance model for knowledge and then develop company-specific frameworks. We will also determine company-specific ideas to drive additional value from each organisation's fund of knowledge.

Preparation

To ensure a rich and fully participative discussion please consider:

- how you address governance issues such as determining knowledge needs, how to embed knowledge into operations, roles and responsibilities, and the measurement of knowledge management
- how knowledge currently contributes value to your organisation through reducing costs, increasing revenue, and enabling business opportunities based on the intellectual property itself.

All attendees at the Forum will be invited to self-assess their knowledge management maturity prior to attending the meeting.

Format and attendees

This forum will be highly interactive with presentations designed to prompt discussion rather than delivering text-book answers. We limit numbers to maximise opportunities to explore issues, contribute experiences and learn from peer managers from other organisations.

The forum will be of benefit to business managers wishing to understand how to establish a firm foundation on which to build effective and efficient knowledge-based practices, fully aligned with business needs, and delivering optimal value.

Location and registration

The event commences promptly at 17:00 with supper at 20:00 during which discussions can continue.

Venue : Dukes Hotel, St James's, London SW1A 1NY.

Please contact Lynda Phelps at lynda.phelps@h-i.com or telephone +44 (0)203 326 2945 to reserve your place. For details of the H-I Network and other events please go to www.h-i.com.



H-I Network

Full details of the networks, programmes and contact information can be found at www.h-i.com

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