

INTRODUCTION TO THE COMMUNITY

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Knowledge management: is it a passing hype or has it become a real management issue ? What does it mean in day to day life of our organisations ? What are current experiences of those working explicitly on KM. What can we learn from each other ?

With these questions coming up, the King Baudouin Foundation, having experience in creating fora and working on knowledge management, initiated a community of experienced people to exchange ideas and experiences. As such putting knowledge sharing into practice by creating a knowledge management community.

The charter of the community explicates as its objectives :

- to bring together people with experience in knowledge management;
- to share experience focusing on best practices, lessons learned, do's and don'ts;
- to improve all participants implementation of knowledge management.

We started presenting one by one the Knowledge management situation at our different organisations. This led us to discover the wide variety of approaches, concerns and focuses that exist between the

community members. Whereas one organisation developed strong communities, others focus on business process integration, on competitive intelligence, on solving intercultural differences, portal development, project management, ...

After discovering this interesting variety, we identified the topics that keep us awake at night. These were prioritised and are one by one being discussed. By now we already exchanged ideas on :

- competency management and learning
- communities
- knowledge management culture

More is to come on :

- roles and responsibilities
- business process integration
- competitive intelligence
- service level agreements,

During these reunions we identify lessons learned, we discover common insights, and exchange different approaches to similar issues. Hopefully, when the time is ripe, a publication from the group for a larger audience may contribute to the development of knowledge management.

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Participants of the community :

SCK Mol, European Broadcasting Union, Tractebel Energy Engineering, Recticel IDC,
Siemens, Fluxys, LMS International, J&J Pharma, Koning Boudewijn Stichting