



The KM Cookbook: Stories and strategies for organisations exploring Knowledge Management Standard ISO30401

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Description

The KM Cookbook serves up a menu of success stories and strategies for organizations wanting to know more about Knowledge Management Standard ISO30401 – whether they intend to pursue certification, or simply seek to use it as a framework to review their existing programme and strategy.

The arrival of an internationally agreed standard and vocabulary, imbues fresh professional credibility to the field of Knowledge Management. Moving it on from a street food market of disparate approaches, it provides knowledge managers with a brand-new kitchen, and a moment during which they can pause and consider the service that they provide to their organisations.

The KM Cookbook uses the metaphor of the restaurant, its cuisine, owner, chef, staff, ingredients, menu-planners, customers – and a restaurant critic, to serve up ISO 30401 on a plate for the readers.

The second half of the book illustrates aspects of the standard by exploring sixteen different examples of KM in practice around the world, through the reflections of their own 'KM chefs'. Case studies include: General Electric, World Bank, USAID, Schlumberger, PROCERGS, Médecins Sans Frontières, Transport for London, International Olympic Committee, TechnipFMC, Linklaters, Syngenta, Defence Science & Technology Laboratory, Financial Conduct Authority, Petroleum Development Oman, Saudi Aramco and MAPNA.

This book will be invaluable for CKOs, CIOs, CEOs and knowledge and information managers seeking to gain professional recognition for their function and to review their approach within a new framework.

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Author

Chris Collison is a bestselling business author, consultant and internationally recognised expert in Knowledge Management. He has served over 140 client organisations around the world, ranging from the World Bank to the International Olympic Committee, UK Government and several business schools.

Paul Corney is a globally recognised KM figure, a member of the BSI KM Standards Committee that helped craft the ISO KM Standards and an acclaimed author. With a background in KM stretching back to 1994 as an advisor and business head, he has led assignments in more than 25 countries.

Patricia Lee Eng served as the US Nuclear Regulatory Commission's Senior Advisor for Knowledge Management where she created and managed NRC's KM programme saving over 57 million dollars in two years. A highly regarded expert inspector/ auditor for safety and quality, she is co-author of two KM books, a certified ISO 9001 QMS Auditor, and the first certified ISO Auditor for KM programmes.