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|  | <b>INTERCOUNTRY ADOPTION<br/>BOARD (ICAB)<br/>GUIDELINE ON<br/>ORGANIZATIONAL<br/>KNOWLEDGE MANAGEMENT</b> | Issue Date   | June 22, 2018       |
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### I. Purpose

This guideline shall serve as an explicit requirement for organizational knowledge to be held as documented information and part of personnel competence.

### II. Scope

This procedure covers the management of organizational knowledge within the covered scope of the Quality Management System. Both Tacit and Explicit knowledge from internal and external sources shall be managed with reference to this procedure.

### III. Responsible

| In Charge                  | Roles and Responsibilities   |
|----------------------------|--|
| Process Owner (Unit Heads) | Identify and create relevant organizational knowledge  |
| Operations Division Chief  | Review and recommend approval to the Head of Agency  |
| Executive Director         | Reviews and approves the OK Matrix and KM materials  |
| Records Unit<br>Admin Unit | <ol style="list-style-type: none"> <li>1. Store relevant organizational knowledge as endorsed by Process Owner</li> <li>2. Identify approach/method for storing the organizational knowledge</li> <li>3. Update/maintain the organizational knowledge</li> <li>4. Ensures that all OK Materials are properly identified, protected and stored in safe locations and made available for easy retrieval</li> </ol> |
| PDU                        | Cascade and orient staff on use and updating of KM Matrix<br>Upload OK Materials to website for information sharing  |
| Unit Heads                 | Share relevant organizational knowledge  |

#### **IV. Policy**

1. The ICAB shall identify Organizational knowledge, which is knowledge specific to the organization; generally gained by experience. It's information that's used and shared to achieve the objectives."
2. The ICAB shall re-assess the extent of its organizational knowledge if it is considering making changes to its quality management systems in response to changing needs or trends in its operational environment.
3. The ICAB needs to keep organizational knowledge current, and, if it is deemed insufficient, then the key personnel shall take steps to enhance it.
4. The ICAB establishes its knowledge and competence goals at the start of the process to ensure organizations can achieve the identified goals and objectives.
5. The ICAB shall utilize Internal Sources such as knowledge coming from intellectual property, knowledge gained from experience, lessons learned from failures and successful projects, capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services.
6. The ICAB shall utilize External Sources such as knowledge coming from standards, academia, conferences, gathering knowledge from customers or external providers.
7. The ICAB shall transform tacit knowledge into explicit through effective methods, such as Process-flow, procedures, reports, minutes of the meeting, statements, newsletter, memoranda, and operational guidelines.

## V. Procedure

| Activities   | Details   | Controls   | Outputs  |
|--|---|--|--|
| 1. Identify and create relevant organizational knowledge | <ol style="list-style-type: none"> <li>Each Process Owner identifies the relevant organizational knowledge using the Organizational Knowledge (OK) matrix</li> <li>Submit the OK matrix for review and approval</li> <li>Coordinate with HR, MIS Documents/Records Officer the relevant knowledge that will be part of competency development and records management</li> </ol> | <p>Approved KM Matrix Format</p> <p>Orientation on the use of the KM Matrix</p> <p>HR Plan incorporating the KM requirements</p> <p>IT Access Controls</p> | Approved KM Matrix   |
| 2. Store relevant organizational knowledge               | <ol style="list-style-type: none"> <li>Implement the identified approach/method for storing the organizational knowledge</li> <li>Update/maintain the organizational knowledge</li> </ol>   | <p>Approved KM Matrix</p> <p>Monitoring of the KM storage approaches</p>   | <p>Implemented KM matrix</p> <p>Stored Organizational Matrix</p>   |
| 3. Share relevant organizational knowledge               | <ol style="list-style-type: none"> <li>Implement the identified approach/ method for sharing the organizational knowledge</li> <li>Update/maintain the organizational knowledge matrix if there are changes to the approaches</li> </ol>  | <p>Approved KM Matrix</p> <p>Monitoring of the KM sharing activities</p>   | <p>Sharing Activities Conducted</p> <p>Implemented KM matrix Evidence/report of the sharing activity conducted</p> |
| 4. Apply relevant organizational knowledge               | <ol style="list-style-type: none"> <li>Use the relevant organizational knowledge as input for the process</li> </ol>  |  |  |

The process owners for policy formulation, feedback management, database management, records management, library, training, and other sources of organizational knowledge should review macro level safekeeping/transfer of knowledge.

VI. Forms and Templates –

Knowledge Management Matrix

| Process/Activity | Method of Acquiring Knowledge | Storage | Sharing of Knowledge | Application |
|------------------|-------------------------------|---------|----------------------|-------------|
|                  |                               |         |                      |             |
|                  |                               |         |                      |             |

Prepared by:

Reviewed by:

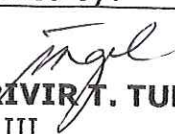
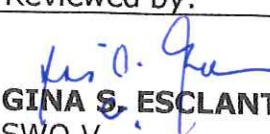

Approved by:

See Attached Annexes of ICAB Knowledge Management Matrix According to Unit

VII. References

1. Republic Act No. 9470, Otherwise Known as The National Archives of the Philippines (NAP) Act of 2007
2. Executive Order No. 2 series of 2016 (Freedom of Information)
3. NAP Memorandum Circular No. 1 series of 2014 (Guidelines on Records Recovery and Disposal)
4. NAP General Circular No. 1 dated January 20, 2009 (Rules and Regulations Governing the Management of Public Records and Archives Administration).

VIII. Review and Approval

| Prepared by:  | Reviewed by:  | Approved by:  |
|---|---|---|
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