ISO 30401:2018

Knowledge Management Systems

In many organizations, critical knowledge is held in the heads of experts, at risk of loss when they leave, while other organizations contain many new employees who may be very smart, but lack the knowledge which experienced employees have built up over time.

The ISO 30401 is a framework for the implementation of an effective Knowledge Management System (KMS). It supports organization to develop a management system that effectively promotes and enables value-creation through knowledge. It establishes a scope and rules to be followed in order to set up an efficient KMS. It can help to frame the reflection, to better understand the organization and its needs.

The fields of application of KMS can be diverse and varied, the challenge is to properly target each application case and to think about its interests and characteristics. Company can apply KMS according to their ambitions and constraints. Actually, a knowledge management culture must be instilled so that stakeholders come together around the project and feel concerned.

This standard is applicable for all types of business, private and public organizations, independent of the field of business and their size. It will enable each organization to craft its own knowledge management solution, reflecting their specific needs and situation.

Benefits:

- Support the efficiency of processes and contributes to their enhancement, creates resilience and adaptability, creates competitive advantage and may even become a product in its own right.

- Effective knowledge management supports collaboration between different organizations to achieve shared objectives.

- Enable effective decisions and action.

- Create opportunities for the professional development of people in the organization through learning, practices and exchanges.

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知識管理體系

在許多組織中，關鍵知識掌握在專家的頭上，他們離開時有遭受損失的風險，而其他組織則包含許多新員工，這些新員工可能非常聰明，但缺乏經驗豐富的員工隨著時間的推移而積累的知識。

ISO 30401是用於實施有效的知識管理系統 (KMS) 的框架。它支持組織開發管理系統，該管理系統可通過知識有效地促進和實現價值創造。它確定了建立有效KMS所要遵循的範圍和規則，同時可以幫助構架思考，更好地了解組織及其需求。

KMS的應用領域可以是多種多樣的，挑戰在於正確地針對每個應用案例並考慮其興趣和特徵。公司可以根據自己的抱負和約束來應用KMS。實際上，必須灌輸一種知識管理文化，以便利益相關者在項目上聚集在一起並感到關注。

這項標準適用於所有類型的企業，私人和公共組織，與業務領域及其規模無關。它將使每個組織都能製定自己的知識管理解決方案，以反映其特定的需求和情況。

好處:

- 支持流程的效率並為流程的改進做出貢獻，創造彈性和適應性，創造競爭優勢，甚至有可能成為自己的產品

- 有效的知識管理支持不同組織之間的協作以實現共同的目標

- 實現有效的決策和行動

- 通過學習，實踐和交流為組織內人員的專業發展創造機會

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Knowledge Management Systems

TKM 1	ISO 30401 Introduction	3 hours

Details

~ Discuss the needs for and benefits of the ISO 30401
~ Introduce the terms and definitions
~ Familiarize participants with basic concepts
~ Understand the certification process and its necessary requirements

TKM 2	ISO 30401 Effective Application	1 day

Details

~ Introducing ISO 30401
~ Interpretation on the requirements and implementation of ISO 30401
~ Introduction to Knowledge Management System
~ Interpretation of all ISO 30401 clauses

TKM 3	ISO 30401 Documentation	1 day

Details

~ ISO requirements for documentation and why documentation required
~ Process approach to create practical documents
~ System Documentation
~ Updating and Maintenance of ISO 30401 Management System

TKM 4	ISO 30401 Internal Auditor Training	2 days

Details

~ ISO 30401 Documentation review
~ Understand ISO 30401 Knowledge Management System audit model
~ Comparison between internal and external audit
~ Knowledge Management System Internal auditing (including audit planning, auditing methodology, auditing skills (preparation and monitoring), Internal audit results evaluation and reporting

Date	Courses are organized once a month. Detailed schedule can be found on our website.
Venue	ACI Training Centre
Methodology	Presentation, Workgroup Discussion, Case Study & Exercise
Certificate	Certificate of successful completion will be issued to delegates who have attended full course

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知識管理體系

TKM 1	ISO 30401 入門	3 小時
培訓內容: ~ 探討為何需要 ISO 30401 及其好處 ~ 概述術語和定義 ~ 讓學員了解基本概念 ~ 了解認証過程及其基本要求		

TKM 2	ISO 30401 有效應用	1 日
培訓內容: ~ 介紹ISO 30401 ~ 解釋ISO 30401 的要求與執行 ~ 知識管理體系介紹 ~ 解釋ISO 30401 所有條款		

TKM 3	ISO 30401 文件處理	1 日
培訓內容: ~ ISO 30401對文件的要求及為何有此要求 ~ 過程方法以建立實用文件 ~ 系統文件 ~ 更新和維護知識管理體系		

TKM 4	ISO 30401 內部審核員培訓	2 日
培訓內容: ~ ISO 30401 文檔記錄概述 ~ 了解ISO 30401知識管理體系審核模型 ~ 內部審核與外部審核的比較 ~ 知識管理體系內部審核 　(包括審核計劃,審核方法,審核技巧,準備和監督) ~ 內部審核結果評估和報告		

上課日期	培訓課程每月舉辦一次,具體開課日期可瀏覽本公司網頁
地點	ACI 培訓中心
上課模式	講解、小組討論、練習及個案研習
獲取資格	完成課程之學員將獲頒發課程完成證書乙張

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