

Messung und Darstellung der Wirkung von Knowledge Management



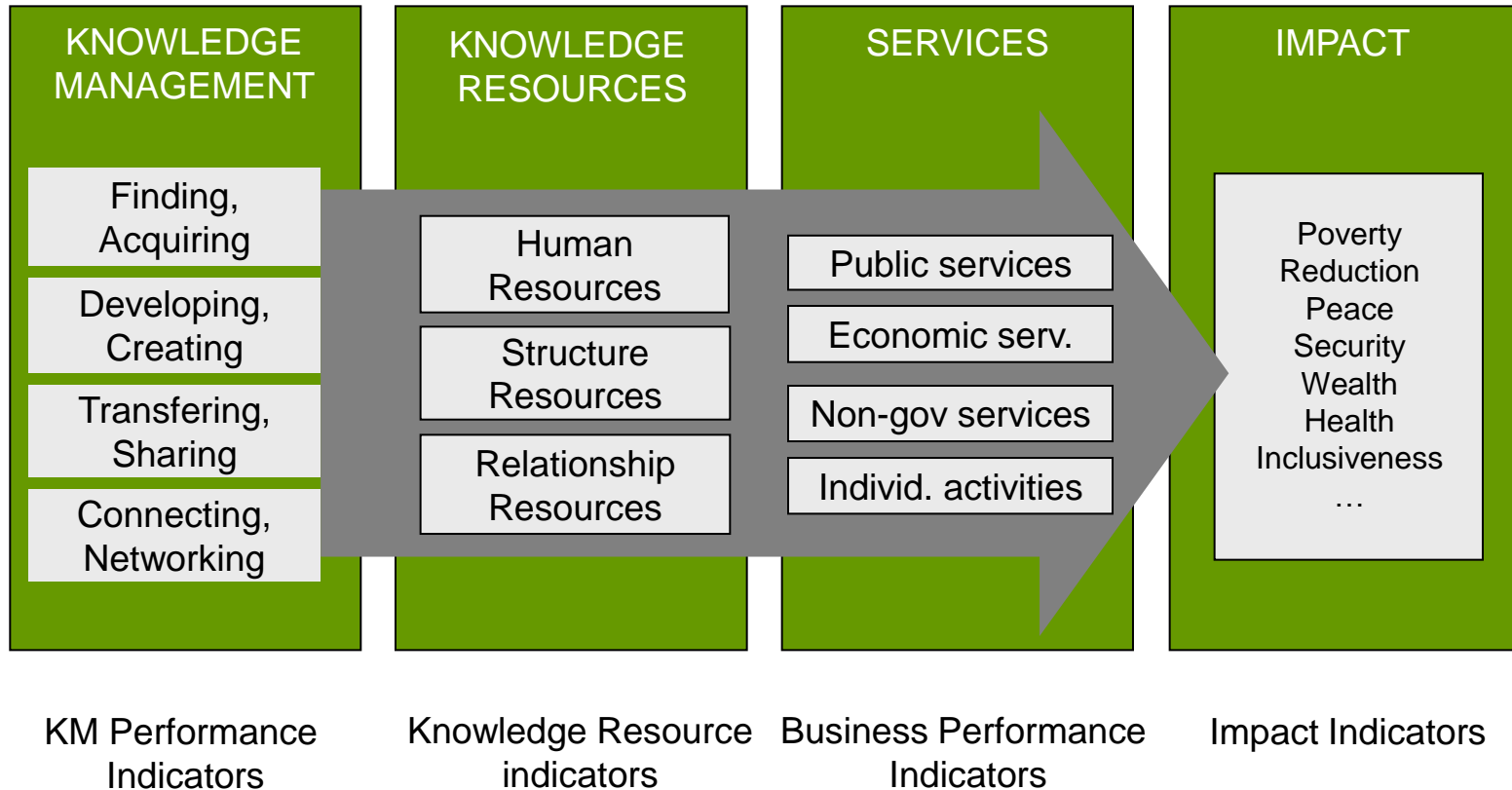
KM4Dev

Wien, 5. Oktober 2015

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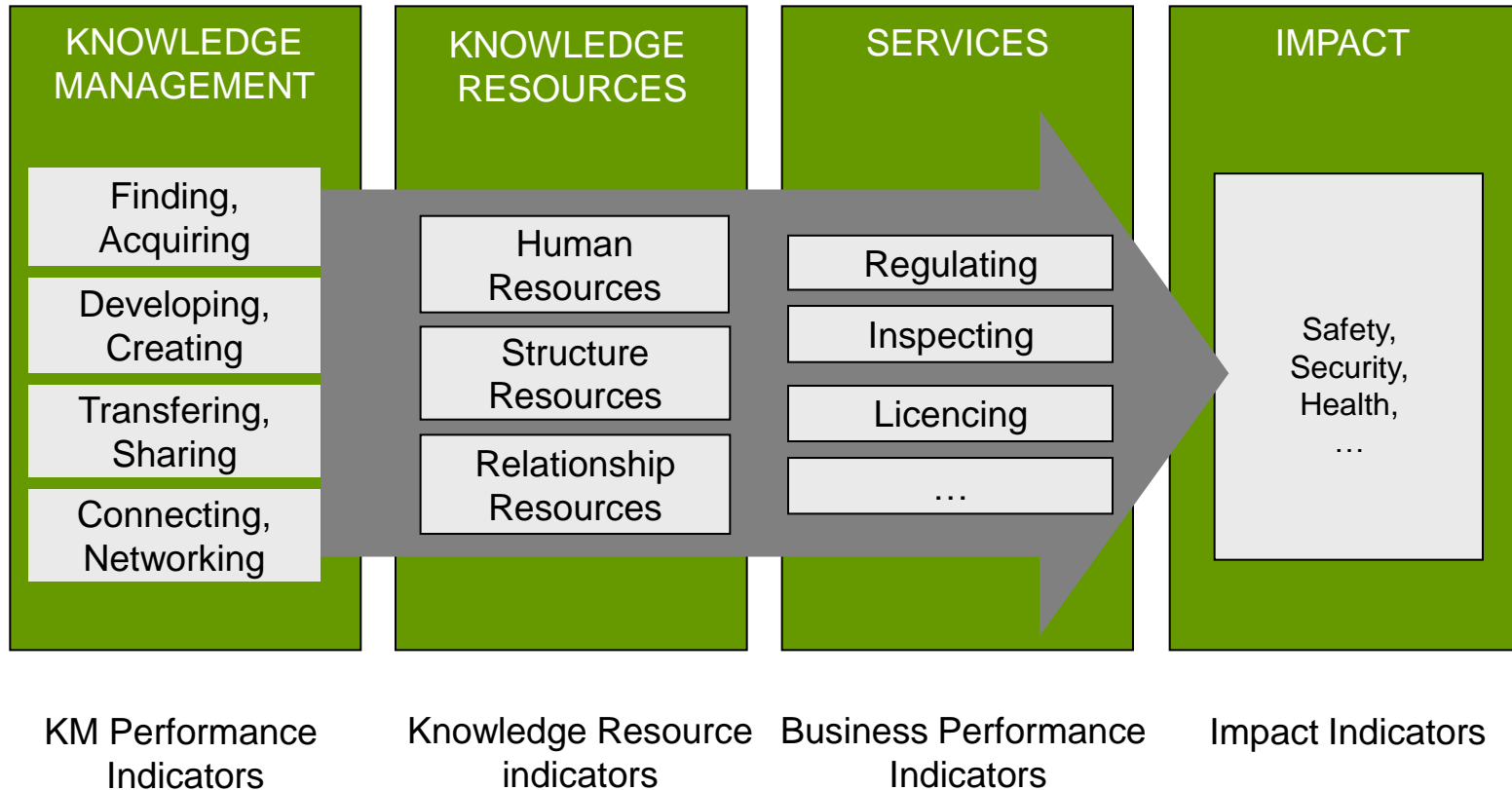
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KPIs – Key Performance Indicators: Approach to Measuring



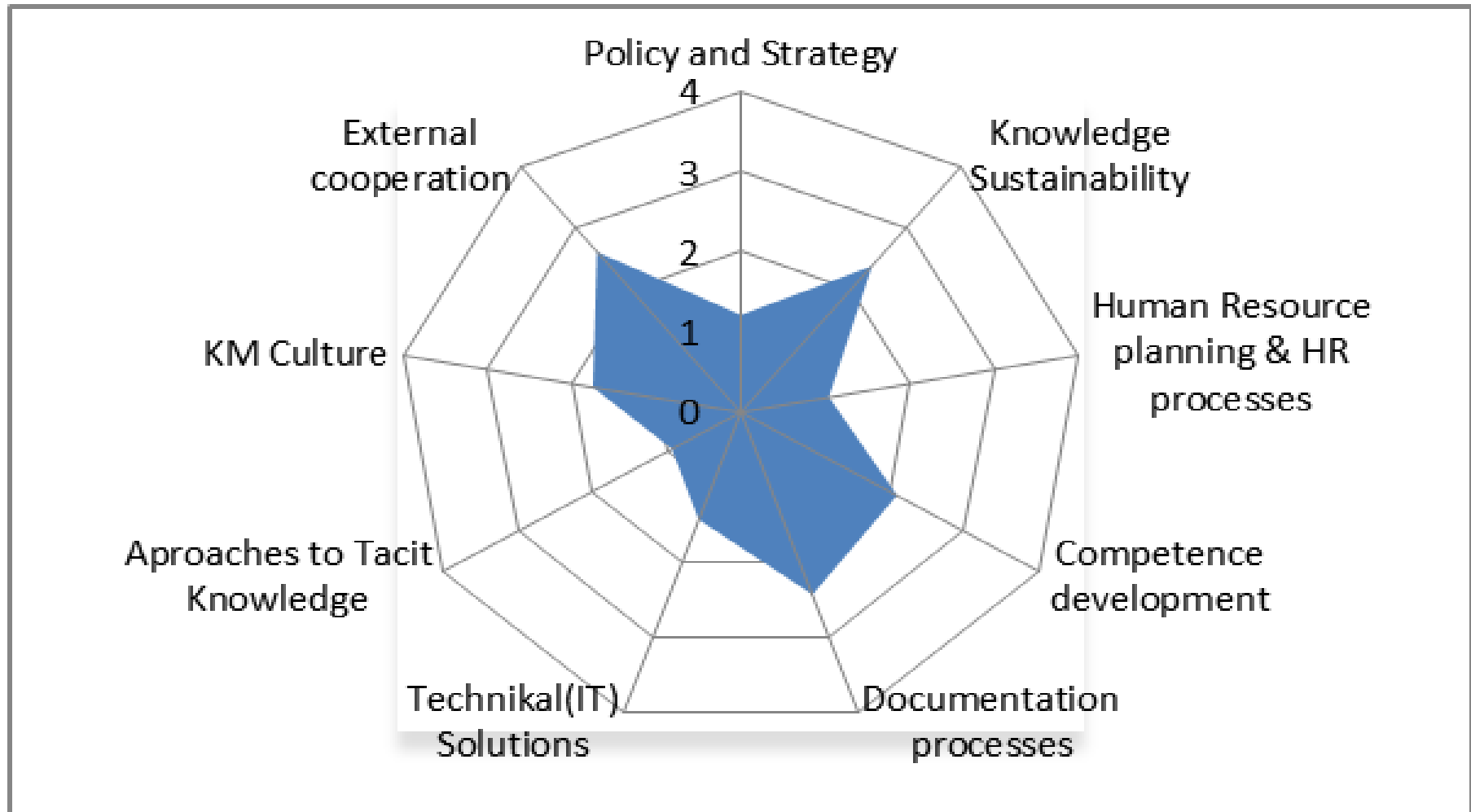
Value Chain of Knowledge Management

KPIs at a Regulatory Authority



Value Chain of Knowledge Management

KM Assessment as an instrument to measure KM performance



Extent of Human Resource Availability: General: 2,50
 Extent of Human Resource Availability: local: 0,75
 Extent of Structure Resource Availability: 1,50
 Extent of Relationship Resource Availability: 2,25

0 = to an extent insufficient for the operation in the process
 1 = to an extent sufficient for operation, but unsatisfying in time or cost or quality
 2 = to an extent sufficient for operation on a satisfactory level
 3 = to an extent as needed for excellent operations

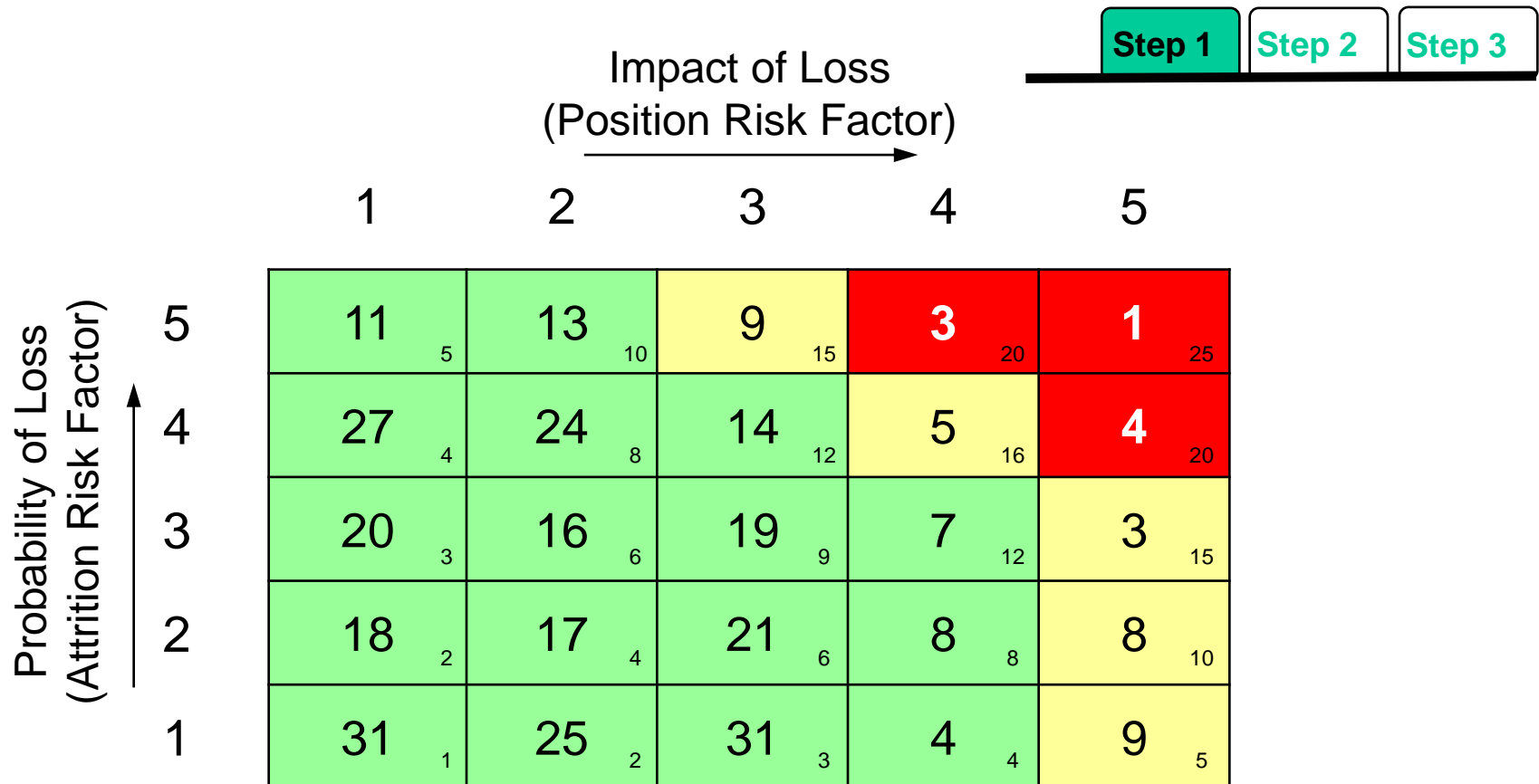


Extent of Knowledge Resource Availability

Rating just for demonstration: Does not reflect any real organisation

Process	Human Resources	EoA (0-3)	Structure Resources	EoA (0-3)	Relationship Resources	EoA (0-3)
Legal, constitutional Knowledge		General: 3		2		3
		local: 1				
Knowledge of technical disciplines		General: 2		2		1
		local: 0				
Knowledge of organisation's Practices		General: 3		1		2
		local: 0				
Personal and behavioural competences		General: 2		1		3
		local: 2				

Total Risk: Factor of probability and impact of loss



Large numbers: Number of employees in the category
 Small numbers: Total Risk Factor