Formalization of know-how

Continuously updated

Diffusion mapping

Self-learning activities

Knowledge management

Make tacit knowledge explicit: the most important asset of your company

Formalize and maintain the know-how

knowledge is the most important heritage of contemporary companies and it has even more value at a time when human resources are turning with ever greater speed

Documenting, consolidating and updating the company's know-how is a fundamental objective of anyone managing the processes, be they research, production, sales or service.

A normal repository , however, is absolutely not sufficient to achieve the goal, since the knowledge changes constantly and, above all, a large part of it is "tacit", that is it is not documented, but resides in the experience of people .

The Exagogica solution, gained in 10 years of experience in the major industrial organizations, is a definitive answer to the problems of know-how management of contemporary organizations.

Its **strength** consists of the **great flexibility guaranteed by the structure *bottom-up***, conjugated to the rigorous structuring of the contents and to the availability of functional tools to map, evaluate and develop key knowledge.

What are the functions?

1. **Know-how formalization of know-how.**

2. **Continuous update.**

3. **Diffusion mapping.**

4. **Self-learning activities.**

Control of information and flexibility in management

"Exagogica Knowledge Management" is a powerful tool that guarantees the highest level of control over the information stored, while allowing all the flexibility needed to update the information assets of organizations that are constantly evolving.

The system is based on the concept of competence, which can be broken down into conceptual capacities (*knowledge*), or operational (*skills*). Both can be declined within the overall competence according to a progressive scale (the skills are requisites for achieving a certain level of competence). Both can then be associated with observable conditions for their objective evaluation.

Skills and relative levels of competence, therefore, can be the object of *assessment* (multiple choice questions), or of *didactic supports* for self-learning, which are uploaded to the system and made available to users for the free consultation, or within training courses (if the system is also equipped with training management modules).

The knowledge base thus constituted becomes a living and productive element in the organization, since all the accumulated documentation is used to evaluate and develop the skills of its members.
In fact, each user can suggest new skills and new skills, as well as request changes to existing ones.
Updating the catalogs is always subject to the approval of the Competence Manager responsible for the sector to which the competence of the request refers.

Interaction of Users with the system

Update and verification of **«Competence manager»**

LIVING KNOWLEDGE OF THE SYSTEM

1 **Documenting** the **knowledge**
Shared know-how accessible to all

«Knowledge Management» allows you to create **very complex and structured repertoires of knowledge,** in perfect correspondence to the needs of the major organizations.

The concept behind the structure of the repertoires is the **possibility of maintaining a common root with a part of know-how that will be shared and accessible to all**. At the same time it is possible to create private repertoires that can be managed at the level of *business line* (branch), or at the individual site / country level.

This organization of the repertoire is particularly important in relation to the update. The insertion and modification of proposals relating to a single site / country will be examined by the Site Manager. The proposals relating to the part of the branch that owns the branch will be examined by the Competence Manager responsible for the branch, while the proposals concerning common competences will be examined and validated by the general Competence Manager.

Even tools associated with skills are subject to the same policies and, therefore, it is possible to create repertoires of questionnaires and general self-learning supports, or specific ones by branch and by site.

What are the advantages?

The solution allows to manage:

• **relevant catalogs;**

• **observation checklists;**

• **multiple choice questionnaires;**

• **audiovisual teaching aids.**

2 **Managing** the continuous update
Exchange of clear and always available information

The global competition and always faster rotation of human resources require a continuous updating of the know-how of each company and of any other type of organization.

The rate of obsolescence of know-how, in fact, is so rapid that many companies stop documenting their assets and rely on sharing tools (*repository, groupware*, etc.) that allow them to communicate quickly, but do not give any possibility to consolidate, validate and standardize the wealth of knowledge and procedures that supports the processes.

"Exagogica Knowledge Management" allows instead **to structure the exchange of information that the members of a professional community have on the contents of their work**, in order to make available to the whole organization **clear and updated references on the common knowledge base**.

This is possible because each user can insert new entries or modify existing ones with the same ease offered by a wiki system. The **changes** will not be visible until **have been validated by the responsible Competence manager**, who will be notified by notification of the proposed change.

What are the advantages?

The solution allows to manage:

- **adding new knowledge/skills;**
- **modification of skills attributes;**
- **organization of catalogs.**

Mapping the knowledge**diffusion**
## Checking of the skills level throughout the organization

"Exagogica Knowledge management" allows **to carry out, with extreme ease,** *survey* **on the entire population of users to verify the level of skills and knowledge diffusion on any area of competence**.

Users selected for the *survey* receive a notification that invites them to self-assess the competences in question and, in particular, the different knowledge and associated skills.

The self-assessment can be recorded as a validated level if it is then approved by the responsible competence manager.

Another way to verify the knowledge of the professional community members is to submit them to a **evaluation questionnaire**. In fact, Exagogica Knowledge management manages this type of tool natively and allows **assessment campaigns to be launched** which are carried out by completing the questionnaires and delivered in the manner set in the specific configuration panel.

The results of survey campaigns can then be read in relation to the individual user through a specific report on his specific know-how, or in relation to the sector or area of competence. In this way it is possible to **check** which is **the coverage of a specific area of competence within the organization**.
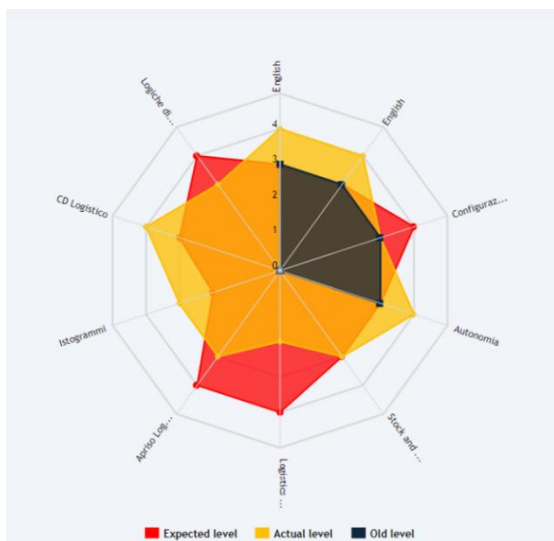
What are the advantages?

The solution allows to:

- **to detect who possesses a certain level of knowledge;**

- **to use self-assessment tools;**

- **carry out multiple choice questionnaires.**

4 Self-learning tool
A complete index of documents to spread the know-how

«Exagogica Knowledge Management» is a perfect tool to keep the index of documents and video supports that an organization creates **to spread the know-how in its simple and direct manner**.

Knowledge Management, in fact, allows **to index and connect sources of various kinds within its logical structure**. In this way all the instructional contents can be searched and used based on the knowledge / skills to be developed.

This sort of "Youtube" inside the organization is very different from any other *repository* of videos and other documents because each document is automatically linked to the evaluation and training processes supported by Knowledge management and by the other Exagogica solutions related to it.

What are the advantages?

The solution allows:

- **creation of an audiovisual library;**
- **their association with the know-how base;**
- **consultation by users.**

Grow your **business** with **our solutions**

EXAGOGICA
Human capital development solutions

Sales management
Strada del Drosso, 33/7
Turin, Italy

www.exagogica.com