

Small Steps Towards The Perfect Answer - Every Time

Applying Kaizen 5s to Knowledge Management



Sort

Keep what's good, useable and needed. Discard the "just in case"

Key Questions:

- Relevant?
- Needed?

Key Activities:

1. Red Tagging via feedback in livepro
2. Clear Team Communications (Why & How)
3. Find all knowledge in all locations

Tip: In this process, it is crucial to get agent feedback to:

- Ensure that knowledge they need is not removed.
- Tailor the solution that fits how they work best.
- Bring them on board... lean manufacturing methodology relies on everyone following the same processes and actions so you need to get everyone on board.

Set in Order

Everything has its place and everything in its place

Key Questions:

- Where should the knowledge live?
- Who is responsible for maintenance & accuracy?
- Who needs access?

Key Activities:

Review:

1. Category Structure
2. Permissions
3. Authoring Workflow

Tip: 'RACI' is a great framework to apply for the roles, responsibilities, creation & maintenance of content

Responsible – Who is completing the task.

Accountable – Who is making decisions and taking actions on the task(s).

Consulted – Who will be communicated with regarding decisions and tasks.

Informed – Who will be updated on decisions and actions during the project.

Shine

Clean and ready to go



Key Questions:

Is the knowledge:

- Current?
- Useable?
- Easy to access?

Key Activities: Review

1. Clean up resources
2. Review user access
3. Review writing guidelines
4. Review styles and templates
5. Update & review links

Tip:

Remember for every piece of knowledge to ask “What customer question is this trying to answer?” and “Does it answer this question?”

Standardize & Sustain

Create, follow and enforce rules



Key Questions:

- Who is responsible for creation & maintenance?
- How are you going to monitor & maintain standards?

Key Activities: Review

1. Review cycles
2. Knowledge creation & maintenance process
3. Knowledge Management SLA
4. Reward staff

Tip: Regular and on-going communication is key to ensuring the 5s become habit

Communication includes:

- Visual Management Boards and reporting
- Awards and recognition
- Embedding KM into Operation Updates

Question & Answer:

Fill in the blanks below to begin your 5s Knowledge Management journey

Where will you start on your 5s Knowledge Management journey?

Write down 3 goal for your 5s Knowledge management journey:

1.

2.

3.
