



ON THE BRINK

Guide for assigning a knowledge team

Added value of a knowledge team

A knowledge team is mandatory for the structural stimulation of knowledge sharing in an organization. The knowledge team decides on relevant knowledge domains, collects and structures knowledge components, maintains a platform for retrieval, creation, validation, collection, and dispersion of (new) knowledge and guards the quality and integrity of knowledge components. On The Brink has experience in constructing knowledge teams and knows which factors are significant for success.

Noticeable improvement

The knowledge team will realize the following goals:

- **timesavings:** time will be saved through uncomplicated access to (actual, complete, reliable, and relevant) knowledge employees need in their daily operations and colleagues with a certain looked-for expertise or experience can be located with no difficulty;
- **improved level of service:** employees can respond swifter to requests for action, complaints, and so on for the needed information is more easily available;
- **increased personal development of staff:** for it will be easier to get access to sought-after knowledge and offering one's knowledge will become more visible and with that more recognized;
- **higher quality:** the quality of the products and services delivered will most likely improve because more knowledge is used in decision taking than before;
- **more efficient operations:** describing and making available best practices and lessons learned increases the learning ability of the organization;
- **stronger communities:** because knowledge management — through information and communication technology — can overcome the constraints of time and place, virtual cooperation is facilitated. This supports building synergy between people in different functions, separate organizational units, or various locations.

Interested?

Are you interested in assigning a knowledge team in your organization? Please, do not hesitate and contact Dr. Paul van den Brink MBA, telephone +31-6-50.438.437 or e-mail think@onthebrink.nl for more information.