



## Overview

A knowledge audit is a qualitative appraisal and examination of the enterprise's knowledge 'health'. It is about determining the knowledge (and information) required to enable competitive success of the business within its targeted markets.

A knowledge audit includes assessment of the following organizational components:

- Mission-critical knowledge assets (tacit and explicit)
- Organizational business infrastructure
- Knowledge-handling business processes
- Organizational culture and learning environments

## Knowledge Audit Focus

A successful knowledge audit answers the following questions:

- How is knowledge defined in the organization?
- What knowledge is needed to support the business?
- Is knowledge / information glut or lack of knowledge / information impacting effective and efficient decision-making?
- Where is the knowledge? (internal and external)
- How does that knowledge flow within and outside the enterprise?
- How is knowledge captured, stored, enriched and exchanged?
- How is knowledge created in the organization?
- How do workers keep their knowledge from becoming obsolete?

## TKCI Approach

The TKCI Knowledge Audit approach includes the below actions:

- Conduct holistic assessment with key stakeholders to understand the organization's business, culture, employee universe, products and services, infrastructure and processes.
  - Identify cultural underpinnings and learning points

- Determine key decisions in support of business requirements, objectives, and strategies
- Identify mission-critical knowledge requirements
- Identify and map mission-critical knowledge within the organization's business processes:
  - Chart formal and informal knowledge relationships and communication networks; highlight knowledge-centric flows
  - Confirm use and source of knowledge within processes
  - Identify and create inventory of mission-critical knowledge
  - Identify knowledge gaps with knowledge requirements
  - Assess use and value of mission-critical knowledge
  - Identify knowledge obstacles and barriers
- Formulate recommended actions to improve effectiveness and efficiency of knowledge handling processes.

## The Bottom Line

A knowledge audit creates a powerful advantage for organizations who seek a competitor advantage. The main benefit is the development of a much better understanding of knowledge assets and how they can be used to stimulate creativity and innovation. Specifically a knowledge audit will provide recommendations to:

- Leverage and exploit corporate knowledge assets
- Enhance and improve quality and consistency of knowledge
- Mitigate inefficiencies and duplication of current information and knowledge processes
- Improve worker productivity with more timely access and richness of knowledge
- Improve decision-making

