

## GUIDELINES ON ORGANIZATIONAL KNOWLEDGE MANAGEMENT

### **I. DESCRIPTION**

Knowledge Management or KM, is characterized by the analysis and systematic handling of an organization or institution's knowledge assets, data, and information. It has the intention of creating and manifesting value for the organization, to meet tactical and strategic requirements, and also to assist in achieving the organizations objectives and goals.

### **II. PURPOSE**

The purpose of KM is to aid and assist in disseminating knowledge development and information of the organization's knowledge assets to the employees, groups, and departments across said organization or corporation. In this case, the guidelines are designed to help the employees of the Philippine Reclamation Authority (PRA) in facilitating information and data of the corporation aligned with the organization's objectives and goals.

### **III. SCOPE**

Generally, the KM includes maximizing the capabilities of the organization in managing their knowledge assets and making the data and information specifically on reclamation available and accessible to its employees. Furthermore, it also encapsulates providing assistance to the members of the organization to properly and efficiently manage, modify, manipulate, and secure company/organization assets and information in a way that promotes achieving company goals and objectives effectively.

### **IV. TOOL FOR MONITORING**

PRA Knowledge/ Information	Tools/Methods			
	Acquire and/or Update	Maintain and/or Retain	Share and Access	Responsibilit y
<b>Internal Source</b>				
Technical and Administrative expertise	Trainings on Reclamation process using modern technology	Training reports	Echo sessions	HR Division
Result and analysis on the Public's perception of PRA	Monitoring through social media	Report on results and analysis	mentoring	OGM
Internal Customer feedback result and analysis	Use of survey tools	Report on results of Customer Feedback	Mentoring	
Experience from failure and successful projects	Actual experience	Mentoring	Mentoring	Concerned PMO



			Proper delegation of works	
Organizational, Operational, Administrative Policies and Procedures	Manuals Guidelines	Manual Guidelines	Reproduction of manuals	
Programs, Projects and Services	Relevant actual experience	Project document updates	Sharing of experience	Project-in-Charge
Results and Analysis of Stakeholders Consultation, workshop and conferences	Evaluation after the activity	Report and recommendations Proceedings Video	Required documentation	OGM
Organizational improvements and actions resulting from Management Reviews	Directors' meetings	Management and Operational reports	Discussion Proper delegation of works	
<b>External Source</b>				
Experience with customers	Unit meetings	Questionnaires and surveys Minutes of the meetings	Workshops	

## V. RESPONSIBILITIES

The dissemination and management of the knowledge assets and making the data and information available and accessible to the employees shall be the responsibilities of the Knowledge Management Team of the QMS Organization.

Prepared by:

*-Original Signed-*

**ARMINDA A. ALARAS**  
Head, Knowledge Management Team

Evaluated and Reviewed by:

*-Original Signed-*

**JOSELITO D. GONZALES**  
QMS Leader/Head

Approved by:

*-Original Signed-*

**JANILO E. RUBIATO**  
General Manager and CEO