



Knowledge for Development Partnership

KM4D Award

Knowledge Management for Development Award

Knowledge is at the heart of sustainable development. The Knowledge Management for Development Award provides a framework to manage knowledge in a systematic and integrated way, heading towards the development of people, businesses and society at national, regional and global levels.

The KM4D Award, given by the global Knowledge for Development Partnership (K4DP) and Knowledge Management Austria, recognizes companies, organizations and public bodies complying with the KM4D Framework. Outstanding achievements are recognized in annual Award Ceremonies, to be held in a growing number of Knowledge Cities around the world, including Berlin, Delhi, Dubai, Geneva, Kampala, Nairobi, New York, and Vienna.

Companies, organizations and public bodies are invited to apply for the KM4D Award, to learn from self-assessment, from peers and from top experts around the world to improve their knowledge management in support of sustainable development.

The KM4D Award can be given to any public or private organization fulfilling the requirements of the KM4D Framework. Winners are recognized in the following four categories:

- International organizations
- Public bodies
- Big companies and organisations (>500 employees)
- Small and medium enterprises and organisations (<500 employees)



The Process:



The **first step** is the nomination based on the KM4D Model and the related self-assessment, supported by the documentation of current knowledge management practices. A checklist for the nomination is provided.

As a **second step**, the nomination will be reviewed by a team of independent evaluators. A review statement will be provided with recommendations. The review statement will include a certification of participation only.

The **third step** is the KM4D Audit to verify the real implementation of KM as described in the nomination within the organization. Only companies that have been audited can receive a certificate or the KM4D Award.

The final step is the **KM4D Award Ceremony**. Nominees fulfilling the criteria of the KM4D Model and that have been audited, will receive the KM4D Award. A certificate provided will confirm the level of achievement.



The KM4D Model

Knowledge Management is a critical element in the organizational value chain.

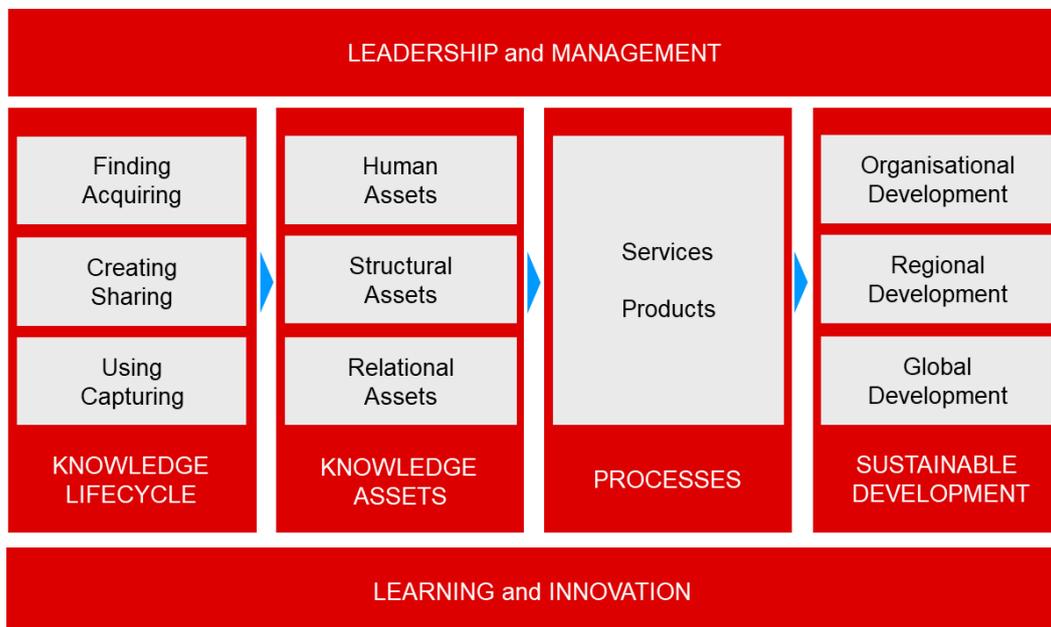
The overall target is business/organizational development and societal development on a national, regional and global level (right column of the model).

Value-added is achieved through the delivery of competitive services and products, which are based on organizational processes.

These processes require a bundle of unique knowledge assets including experiences, skills, right behaviour (human assets), codified knowledge such as documents, procedures, technologies (structural assets), and external knowledge, as well as strategic and systematically managed relations (relational assets).

These knowledge assets are in an ongoing knowledge lifecycle, which means that they need to be found, acquired, created, shared, used, captured or more.

This overall knowledge value chain requires leadership and management, as well as continuous evaluation, learning and innovation.



Companies that want to comply with the KM4D Model have to demonstrate not only excellent practices in Knowledge Management itself, but also the integrated value chain that creates value and sustainable development from knowledge.



Assessment criteria

1. Leadership and organizational culture

- 1.1. Has the knowledge needed to achieve the strategic goals been determined?
- 1.2. Are the company policies and strategies of the organization linked with the knowledge management approach and its key measures?
- 1.3. Has the knowledge needed in the current operations been determined?
- 1.4. Are the knowledge management policies, strategies, measures and requirements to the staff adequately communicated?
- 1.5. Are the roles and responsibilities of staff related to knowledge anchored in the job description and other organizational instruments?
- 1.6. Is there a knowledge manager who integrates and coordinates knowledge management activities in the company? (job description, action plan, resources, defined?)
- 1.7. Are knowledge-related tasks equipped sufficiently with resources including time, money, and equipment?
- 1.8. Is the achievement of knowledge-related tasks adequately anchored in the appraisal system of the organization?
- 1.9. Do the leaders act as roles models?
- 1.10. Are the physical and virtual spaces enabling and supporting the policies and strategies of the organization?
- 1.11. Is KM aligned with the corporate values, culture and routines?

2. Sustainable development

2.1. Organizational development

- 2.1.1. Are customer satisfaction goals defined and linked with the knowledge management? What are related indicators and trends?
- 2.1.2. Are financial goals defined and linked with KM?
What are related indicators and trends?
- 2.1.3. Are employee goals defined and linked with KM?
What are related indicators and trends?
- 2.1.4. Are other stakeholder goals defined and linked with KM?
What are related indicators and trends?

2.2. Regional development

- 2.2.1. How is the organization contributing to the Agenda Knowledge for Development and the Knowledge Development Goals?
- 2.2.2. Are the contributions to the relevant local/regional knowledge ecosystem in the industry sector in which it is operating defined and linked with KM (like contributing to the knowledge of customers, shareholders, employees, citizens/public, authorities, science and education)?



Knowledge for Development Partnership

- 2.2.3. Are any contributions to the regional development defined? Are they linked with KM? What are related indicators and trends?
- 2.2.4. What has been the level of satisfaction of regional stakeholders, citizens, governorates, governorates, relevant departments in the city and province of the province?
- 2.3. Global development**
 - 2.3.1. Are the contributions to the global/sustainable development defined? Are they linked with KM? What are related indicators and trends?
 - 2.3.2. Are the contributions to the relevant international/global knowledge ecosystem in the industry sector in which it is operating defined and linked with KM (like contributing to the knowledge of customers, shareholders, employees, citizens/public, authorities, science and education)?
 - 2.3.3. What is the contribution of the organization to the Agenda 2030 and the Sustainable Development Goals of the UN?

3. Processes

3.1. Services and Products

- 3.1.1. How has the organization identified and documented the knowledge required for its processes and projects?
- 3.1.2. Do the knowledge requirements include human, structure and relationship assets?
- 3.1.3. How do the process and project owners care for the sustainable availability of knowledge in their processes?
- 3.1.4. Is the impact of knowledge on the performance of the processes managed and measured?
- 3.1.5. What are the key measures to develop, and maintain the knowledge in the processes?
- 3.1.6. What are the key measures to learn from success and failure?
- 3.1.7. Has the organization defined knowledge services to internal and external customers?

4. Knowledge capital

4.1. Human Capital

- 4.1.1. Has the organization determined its human assets?
- 4.1.2. Has it defined targets for availability and development of human assets?
- 4.1.3. What is the approach of developing and maintaining human assets?
- 4.1.4. Are measures and roles linked with the availability of human assets?
- 4.1.5. How does the organization assess and mitigate risks of losing its human assets?

4.2. Structural capital

- 4.2.1. Has the organization determined its structure assets?



Knowledge for Development Partnership

- 4.2.2. Has it defined targets for availability and development of structure assets?
- 4.2.3. Are measures and roles linked with the availability of structure assets?
- 4.2.4. How does the organization assess and mitigate risks of losing its structure assets?

4.3. Relational capital

- 4.3.1. Has the organization determined its relational assets?
- 4.3.2. Has it defined targets for availability and development of relational assets?
- 4.3.3. Are measures and roles linked with the availability of relational assets?
- 4.3.4. How does the organization assess and mitigate risks of losing its relational assets?

5. Knowledge cycle

5.1. Finding knowledge

- 5.1.1. Has the organization determined objectives for searching/finding of knowledge (documents, people, external resources)
- 5.1.2. What are the measures to find knowledge in appropriate time?
- 5.1.3. Who is responsible for the achievement of the targets?
- 5.1.4. Is this responsibility anchored in his/her job profile?

5.2. Acquiring knowledge

- 5.2.1. Has the organization determined objectives for acquiring knowledge (like services, expertise, documents, etc.)
- 5.2.2. What are the measures to acquire knowledge effectively and efficiently?
- 5.2.3. Who is responsible for the achievement of the targets?
- 5.2.4. Is this responsibility anchored in his/her job profile?

5.3. Creating new knowledge

- 5.3.1. Has the organization determined objectives for creating new knowledge (knowledge for processes, products, services, etc.)
- 5.3.2. What are the measures to create knowledge?
- 5.3.3. Who is responsible for the achievement of the targets?
- 5.3.4. Is this responsibility anchored in his/her job profile?

5.4. Sharing knowledge

- 5.4.1. Has the organization determined objectives for sharing of knowledge (ideas, solutions, advice, documents, people, external resources, etc)
- 5.4.2. What are the measures to support knowledge sharing?
- 5.4.3. Who is responsible for the achievement of the targets?
- 5.4.4. Is this responsibility anchored in his/her job profile?

5.5. Using/applying knowledge

- 5.5.1. Has the organization determined objectives for (re)using/applying existing knowledge (knowledge products and services, existing)
- 5.5.2. What are the measures to support (re)using/applying knowledge?
- 5.5.3. Who is responsible for the achievement of the targets?
- 5.5.4. Is this responsibility anchored in his/her job profile?



Knowledge for Development Partnership

5.6. Capturing knowledge

- 5.6.1. Has the organization determined objectives for capturing knowledge (explicit and implicit, like experiences, learnings, practices, documents)
- 5.6.2. What are the measures to support knowledge capturing?
- 5.6.3. Who is responsible for the achievement of the targets?
- 5.6.4. Is this responsibility anchored in his/her job profile?

6. Learning and innovation

- 6.1. What approach does the organization use to innovate and create new ideas in Knowledge Management? Can the organization demonstrate examples?
- 6.2. What approach does the organization use to learn (from practice, success and failure)? Can the organization demonstrate examples?
- 6.3. Does the organization define SMART knowledge goals and measure results?
- 6.4. Is knowledge as a resource integrated into the controlling system of the organization providing reports to internal and external stakeholders?



The KM4D Award

The KM4D Award is a **Knowledge Tree** designed by the Walking Chair Design Studio”.



There are three levels of Awards:

- **Golden KM4D Award:** Given to those who combine excellence and innovation in KM in their industry at an international level.
- **Silver KM4D Award:** Given to those who combine excellence and innovation in KM in their industry at a national level.
- **Bronze KM4D Award:** Given to those who have achieved a high level in KM4D and follow a credible action plan towards the state-of-the-art.

The global winners – selected by the advisory board based on the audit results – can receive the **Columns of Knowledge** - designed by the artist Helmut Margreiter.

KM4D Award Ceremonies

KM4D ceremonies are to be held in a growing number of cities. Public media to be strongly involved to spread the idea of Knowledge for Development.

Once a year, the **Global KM4D Award** will be given to the winners in each category (see page 1).

knowledge.city, a social enterprise promoting knowledge for development, is one trusted partner for local events and ceremonies. Additional partners can apply for hosting a KM4D event and become local partners.

Membership of nominees in K4DP (www.k4dp.org) is welcome, but not required.



Directors and Board of Advisors

Directors:

Dr. Andreas Brandner, Austria

Dr. Sarah Cummings, Netherlands

Dr. Bahram Jelodari, Iran

Board of Advisors:

(in alphabetic order)

Dr. Rezwan Alam, Bangladesh

Shailza Bajaj MSc, India

Prof. Surinder Batra, India

Charles Dhewa MPhil, Zimbabwe

Dr. Petru Dumitriu, Rumania

Prof. Leif Edvinson, Sweden

Prof. Ana Cristina Fachinelli, Brazil

Prince Lekan Fadina MBA, Nigeria

Helen Gillman MSc, Australia

Steve Glovinsky MA, United States of America

Prof. Dr. Stefan Guldenberg, Liechtenstein

Mag. Petra Herout, Austria

Prof. DI Günter Koch, Germany

Dr. Pavel Kraus, Switzerland

Charles Savage PhD, United States of America

Dr. Ibrahim Seba Al Marri, United Arab Emirates

Atsu Sename, Togo

Dr. Ugochukwu Ugbor, Nigeria

Dr. Jebamalai Vinanchiarachi, India

Prof. Dr. Yanko Yanev, Bulgaria

Chris Zielinski, United Kingdom



Knowledge for Development Partnership

Contact information:

For further information and communication, please contact:

Dr. Andreas Brandner (global)

K4DP Knowledge for Development Partnership

Gersthofer Strasse 162, 1180 Vienna, Austria

E: andreas.brandner@km-a.net

M: +43 664 1451313

Last updated:

10.01.2021