Knowledge Management Symposium 2019

ISO 30401:2018 KM STANDARDS AND THE IMPACT ON KM STRATEGIES AND ORGANISATIONS.

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Towards the end of the year in 2018, ISO TC 260 Human Resources Management published the ISO 30401 Knowledge Management Systems – Requirements. South Africa through SABS TC 170 Knowledge Management had the privilege to comment on the standard, when it was on draft international standard (DIS) aka public inquiry.

The standard is flexible. It is applicable to large and small organisations. It sets out principles for guidance. This standard does not mandate how you to implement KM. It describes requirements for the final product but not how you get there. It's an attempt to ensure that KM is managed with a degree of consistency. It is an aid for self-audit.

The ISO 30401 is not trying to tell how to manage knowledge, but it does helps to ensure one have set up a good management system, providing a solid foundation on which to build the knowledge management solution.

Some of the benefits of this standard is that it provides a benchmark for the knowledge management system and a guide to those organisations that are new to knowledge management to help them avoid common pitfalls. It gives knowledge managers leverage in their organisations. It gives knowledge management legitimacy as a profession.

The benefiters of the ISO 30401- Undoubtedly consultants will develop hand-outs that significance to help organisations to prepare for the audits. If that helps to raise standards then surely that's a positive.

However, the real beneficiary being KM practitioners, current and future in those organisations such as the public sector for which standards are a core component of their quality measurements.

Overall the standard does cover the following.

- It starts with an outline of the purpose of the standard. It outlines why knowledge management is important. It provides guiding principles and outlines the boundaries of knowledge management.
- Section 3 defines knowledge and also knowledge management
- Section 4 covers the knowledge management system, understanding the organisation and its context and how knowledge management supports this, understanding the needs of stakeholders. It then outlines the knowledge management system itself: the knowledge development/lifecycle; enablers (the roles, processes, technologies, governance and culture)
- Section 5 covers leadership and governance
- Section 6 covers planning and actions to address risks and opportunities