

Upcoming 2010 Events

- Budgeting for Government Performance Institute Arlington VA February 22-26
- CAM-I First Quarter Meeting Clearwater FL March 7-10
- APQC's 15th Annual Knowledge Management Conference Houston TX April 26-30

People in the News

- Congratulations to APQC, winner of the 2009 North American MAKE Award

Links

- Go to apqc.org and click Knowledge Base for a goldmine in information on Benchmarking, Best Practices, Knowledge Management, Performance Improvement, Innovation, and ten other areas of interest

Knowledge Maps

Knowledge Maps (also known as concept maps) are defined by Business Dictionary.com as “a guide to, or inventory of, an organization’s internal or external repository or sources of information or knowledge”.

Knowledge maps originated from the belief that people act on things they understand and accept. What better application for a knowledge map than Return on Investment (ROI), the single most important measurement for a commercial organization?

The Knowledge Map for ROI depicted below takes the form of a financial statement, first breaking ROI into its two major components of investment (balance sheet) and return (income statement).

The next level represents the major pieces of the balance sheet (assets, liabilities, and capital) and the income statement (sales/revenues cost of goods sold, and selling/general expenses). Improving any of the above, improves ROI.

The yellow boxes on the knowledge map get to a level of interest for those of us responsible for ROI and improving the performance of our organizations.

Each yellow box is a knowledge depository in the form of articles, methods, case studies, tools, techniques, best practices and examples around measuring and improving performance. Improving anything in a yellow box improves ROI.

Like most of us, I’ve got a

hard drive full of case studies, white papers, articles, presentations, and other knowledge works relevant to improving performance and the ROI of a business.

This is all knowledge, information, and reference material that can be stored, leveraged, and shared with others.

In the months ahead, we’ll be working behind the scenes to build the structure and content for a knowledge repository that will be available to the recipients of the One-Eighty newsletters.

From our hard drives to yours...

John A. Miller

