Knowledge Management

The maturity of a plant's knowledge management is judged by their practice of developing and standardizing knowledge (information) to aid workers in performing tasks, and their method of storing that information in a centralized and easy-access repository. Finally, maturity takes into account the ease of which workers can consume the information (i.e., searchable via mobile device).

**DEVELOP**

- Knowledge articles are not maintained
- Overarching tasks are centrally managed, but details are left to each group
- Tasks are centrally managed using a common board
- All tasks can be managed from a single digital system
- Any kind of task can be managed and accessed within a single, mobile-enabled platform

**STORE**

- Knowledge articles are not maintained
- Overarching tasks are centrally managed, but details are left to each group
- Tasks are centrally managed using a common board
- All tasks are added to the board (i.e., a Kanban board), many of them added manually, pulled from other systems
- An external system can send a task detail to the Kanban board, but some workflows require the tasks to be manually updated
- Any kind of task can be managed and accessed within a single, mobile-enabled platform

**CONSUME**

- Knowledge articles are not maintained
- Overarching tasks are centrally managed, but details are left to each group
- Tasks are centrally managed using a common board
- All tasks are added to the board (i.e., a Kanban board), many of them added manually, pulled from other systems
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**STANDARDIZE**

- Knowledge articles are not maintained
- Overarching tasks are centrally managed, but details are left to each group
- Tasks are centrally managed using a common board
- All tasks can be managed from a single digital system
- Any kind of task can be managed and accessed within a single, mobile-enabled platform

- No feedback is collected for existing knowledge items
- Tasks are managed locally on physical boards
- All tasks are added to the board (i.e., a Kanban board), many of them added manually, pulled from other systems
- An external system can send a task detail to the Kanban board, but some workflows require the tasks to be manually updated
- Any kind of task can be managed and accessed within a single, mobile-enabled platform

- No central management of audits, everything is done locally
- Only a small group of people know how to build or execute audits
- Any approved worker can build audits with little or no training
- Audits are digitized with text & videos, and can be executed on mobile devices
- Audits contain text, images, videos and/or inputs that can trigger workflows
- Any kind of task can be managed and accessed within a single, mobile-enabled platform

- Only a select few audits are defined globally
- Some audits are defined globally, but then altered for local usage
- Commonly-used audits are defined globally and used locally with no changes
- All audits for the company are on a single platform, so locations can share them

- Audit versioning is not managed
- Audits are defined, approved and archived systematically
- Versioning is done automatically by the system
- All audits for the company are on a single platform, so locations can share them