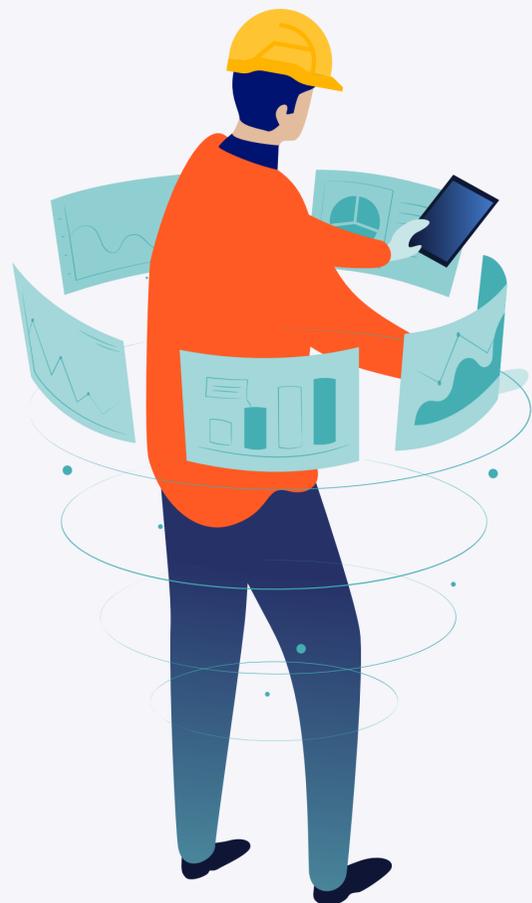


# Maturity Matrix

## 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).



	UNSTRUCTURED No Knowledge Management, everything is in employees' heads	SPORADIC Knowledge is sparsely defined in different systems and formats	SYSTEMATIC Knowledge is defined and approved using one format	DIGITIZED A digital system contains the knowledge of one plant	INTELLIGENT Knowledge is managed at the company level (all plants) in one repository
DEVELOP	<p>Knowledge articles are not maintained</p> <p>No feedback is collected for existing knowledge items</p>	<p>Overarching tasks are centrally managed, but details are left to each group</p> <p>Tasks are managed locally on physical boards</p>	<p>Tasks are centrally managed using a common board</p> <p>All tasks are added to the board (i.e., a Kanban board), many of them added manually, pulled from other systems</p>	<p>All tasks can be managed from a single digital system</p> <p>An external system can send a task detail to the Kanban board, but some workflows require the tasks to be manually updated</p>	<p>Any kind of task can be managed and accessed within a single, mobile-enabled platform</p> <p>Any external system can send and receive task detail</p>
STORE	<p>Knowledge articles are not maintained</p> <p>No feedback is collected for existing knowledge items</p>	<p>Overarching tasks are centrally managed, but details are left to each group</p> <p>Tasks are managed locally on physical boards</p>	<p>Tasks are centrally managed using a common board</p> <p>All tasks are added to the board (i.e., a Kanban board), many of them added manually, pulled from other systems</p>	<p>All tasks can be managed from a single digital system</p> <p>An external system can send a task detail to the Kanban board, but some workflows require the tasks to be manually updated</p>	<p>Any kind of task can be managed and accessed within a single, mobile-enabled platform</p> <p>Any external system can send and receive task detail</p>
CONSUME	<p>No central management of audits, everything is done locally</p>	<p>Only a small group of people know how to build or execute audits</p> <p>Only a select few audits are defined globally</p> <p>Audit versioning is not managed</p>	<p>Any approved worker can build audits with little or no training</p> <p>Some audits are defined globally, but then altered for local usage</p> <p>Audits are defined, approved and archived systematically</p>	<p>Audits are digitized with text &amp; videos, and can be executed on mobile devices</p> <p>Commonly-used audits are defined globally and used locally with no changes</p> <p>Versioning is done automatically by the system</p>	<p>Audits contain text, images, videos and/or inputs that can trigger workflows</p> <p>All audits for the company are on a single platform, so locations can share them</p> <p>All audits for the company are on a single platform, so locations can share them</p>
STANDARDIZE	<p>Knowledge articles are not maintained</p>	<p>Overarching tasks are centrally managed, but details are left to each group</p>	<p>Tasks are centrally managed using a common board</p>	<p>All tasks can be managed from a single digital system</p>	<p>Any kind of task can be managed and accessed within a single, mobile-enabled platform</p>