

Alloy Toll Management Sdn Bhd	Doc. No. : PM 36
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Organizational Knowledge	

1.0 PURPOSE

The procedure is to ensure organization knowledges are effectively determined, documented where possible and shared/ communicated to the target group or relevant staff to enhance the staff competency and organisation performance and to prevent loss of knowledge following senior staff retirement or staff turnover/ resignation.

2.0 SCOPE

The procedure is applicable to all new and existing employees at all departments/ units in the organisation.

3.0 PROCEDURE

3.1 Determine and Access the Knowledge

3.1.1 Based on the internal and external sources of knowledges, Head of Department (HOD) or any Managers shall from time to time determine appropriate knowledges which can be shared or communicated to relevant target groups or staffs in the organization to enhance their knowledge and competency.

3.1.2 The internal and external sources of knowledge which shall be considered are as follows.

a. Internal source;

- i) Knowledge gained from experience over the years of serving the organization/ knowledgeable or experienced colleague, superiors or senior staff on process or service of the organization gained over the years in the organization;
- ii) Lessons learnt from past successful projects or failures;
- iii) Knowledge and experience of previous organization from new staff/ manager newly join the organization;
- iv) Intellectual property;
- v) Results of improvements in processes, products and services

b. External sources

- i) Process or product knowledge gain from attending seminars, conferences or external trainings;
- ii) Literature review/ study on article, research papers, standards applicable to the organization process and product, etc;
- iii) Knowledge gained from customers or external providers.

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3.2 Capturing the Knowledge

3.2.1 Once the knowledges have been determined or as and when gained, the HOD or Managers shall assign staff who shall update and document the knowledges in order to be shared/ communicated to the relevant target groups or staff in the organization.

3.2.2 There are several methods/ ways can be considered to document/ update the gained knowledges for sharing or implementation as follows.

a. Document or update from time to time the experience gained over the years as functional and/or process policies, objective/ KPI/ targets, methods and criteria/ procedures/ guidelines/ work instructions/ rules/ regulations/ specifications/ method statements/ other related support documents for effective compliance (mandatory documents) as per Document Control Procedures;

***Note 1:** Methods and criteria (e.g. detailed work instructions or guidelines) in detailed can also be captured using video or voice recorder in order to be shared with others in the organization.*

***Note 2:** In relation to document control, the video or recorded voices shall be labelled with appropriate titles with a code and revision number in a listing in order to ensure up to date documented information/ knowledge are maintained for knowledge transfer/ sharing.*

b. Knowledges gained from external sources seminars, conferences or external trainings shall be made as notes of key points in the training/ seminar/ conference materials or separate paper or in electronic media and organise it in proper point form or description form to be shared with relevant staff or superior after the function attended.

3.2.3 The documented information shall be controlled with Version Number and Effective Date.

3.3 Sharing/ Imparting the Knowledge

3.3.1 Once the knowledges have been documented, the person/ staff who has documented/ updated the relevant documented information shall on timely

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basis share/ communicate or impart the knowledges to the target groups or staff or even their superiors as per below methods and criteria.

- 3.3.2 The documented/ updated functional and/or process policies, objective/ KPI/ targets, methods and criteria/ procedures/ guidelines/ work instructions/ rules/ regulations/ specifications/ method statements/ other related support documents shall be shared/ communicated to the target groups or relevant staffs as per document distribution requirements as per Document Control Procedure and followed by training/ briefing.
- 3.3.3 Part of the documented/ updated document may be communicated to the target group/ WhatsApp or email for quick attention and knowledge of the staff/ target group.
- 3.3.4 Undocumented knowledge/ knowledge which cannot be documented shall be communicated/ shared/ imparted to the target group/ relevant staff/ superiors.

3.4 Monitoring and Evaluation of Understanding of Shared Knowledge

- 3.4.1 After sharing of knowledges, the person who have shared the knowledge shall monitor at suitable interval and evaluate the understanding of the knowledge for application of the staff in their works.

3.5 Documented Information Control

- 3.5.1 After knowledge sharing and evaluation of understanding of the knowledge have been done, the responsible person shall immediately file/ update the evidence of knowledge sharing in the files in website sharing portal under ATM under Folder Policies & Procedure / Knowledge Sharing.
- 3.5.2 The documented knowledge kept in the portal is retrievable freely by staff who can access using each own login ID and password without prior approval from superior.
- 3.5.3 The documented knowledge shall be kept minimum 3 years in the portal subject to its relevancy which will be determined or approved by HOD/ Manager prior removal at every year end.

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4.0 APPLICABLE CLAUSE

- 4.4 Quality Management System and Its Processes**
- 7.16 Organizational Knowledge**
- 7.4 Communication**
- 7.5 Documented Information**
- 9.1 Monitoring, measurement, analysis and evaluation**

5.0 QUALITY RECORDS

No	Document Tittle	Person In Charge (PIC)	Retention Period (Year)
1	Knowledge Sharing Document	Document Controller	3 Years
2	Knowledge Sharing Requisition Form	Document Controller	3 Years

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	15/10/2020	Initial Release	All	1.0
2	15/02/2021	Amendment and new inserted: Procedure updated to be in-line with the current process.	3.23 3.34 4.0	1.1
		Initial Release; Knowledge Sharing Requisition Form (Version 1.0)	5.0	