

Results measurement on knowledge

A view from the private sector



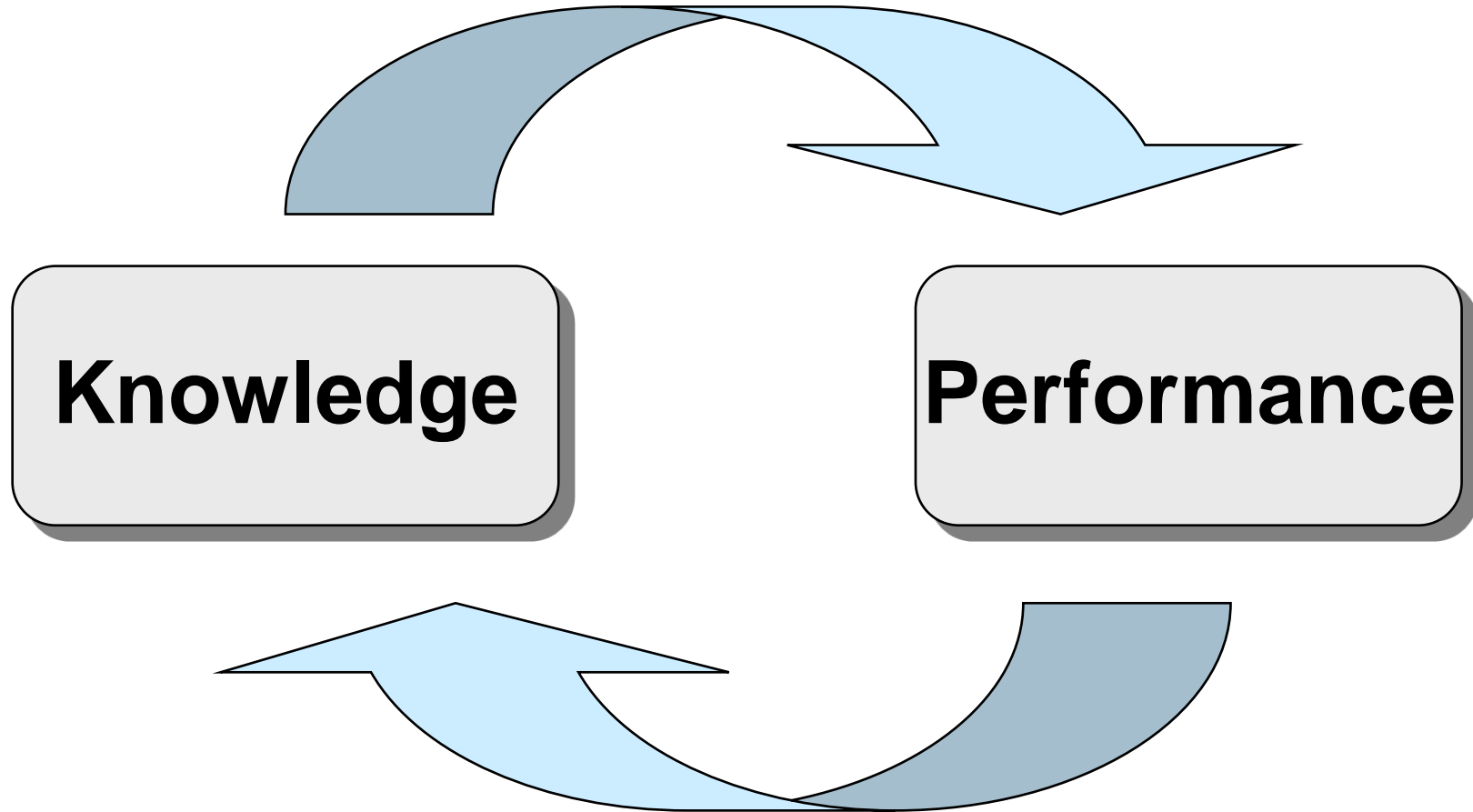
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Knowledge results in performance. The more knowledge we have, the better we can perform. The more we learn from performance, the more knowledge we have. This puts us in a reinforcement cycle – a continuous improvement loop – continuously improving knowledge, continuously improving performance.



Read more here: [Knoco stories: Search results for knowledge performance](http://www.nickmilton.com/search?q=knowledge+performance) <http://www.nickmilton.com/search?q=knowledge+performance#ixzz5X0MN0VHH>

Apply



Learn

Value of knowledge



How much difference does knowledge make to performance?
We can give you this answer, based on the controlled experiment that we call "[Bird Island](#)".

The answer is

Your own team knowledge can make a 40% difference to performance

The knowledge of your current CoP can make an 80% difference to performance

The knowledge from "all time" can make a 220% difference to performance

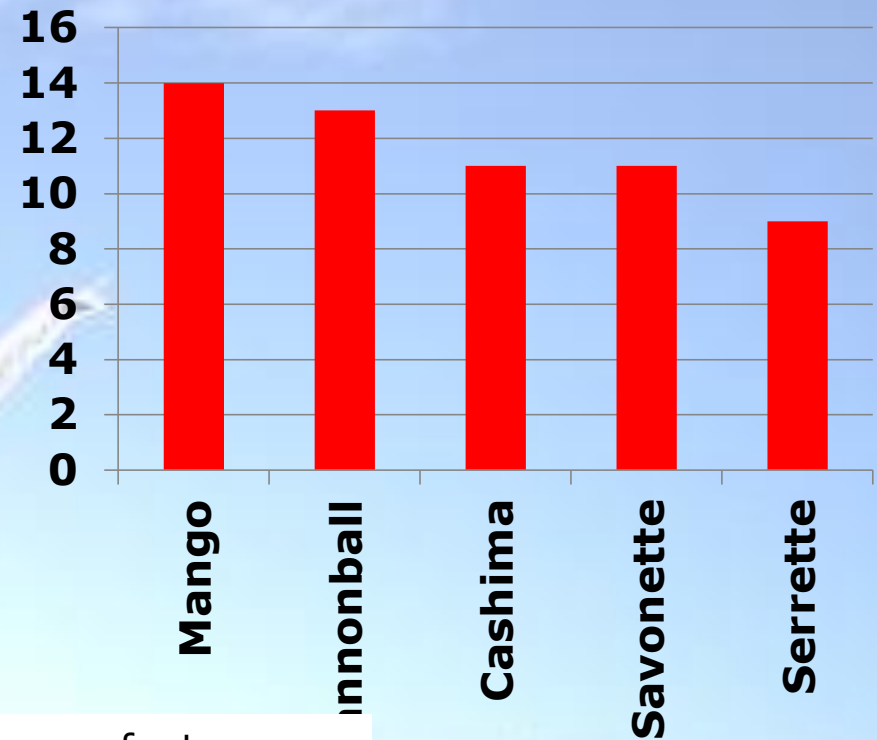
Let me explain how this works, and where these numbers come from.

Read more here: [Knoco stories: Search results for bird island](#) <http://www.nickmilton.com/search?q=bird+island&updated-max=2017-09-20T00:26:00-07:00&max-results=20&start=1&by-date=false#ixzz5X0P9gAr9>

Faster Cheaper Better



Engineering time
(months)



A learning curve represents the improved performance of a team or an organisation over a series of repeat activities or projects, due to the accumulation of knowledge. Simply put - the more times you do the activity, the more you learn, and the better you get. The only thing you have at the bottom of the curve that you did not have at the top, is Knowledge. Therefore the area between best performance and the learning curve (the yellow area in the picture above) is money spent through lack of knowledge.

Read more here: [Knoco stories: Search results for learning curve](http://www.nickmilton.com/search?q=learning+curve#ixzz5X0QgN7o5) <http://www.nickmilton.com/search?q=learning+curve#ixzz5X0QgN7o5>



The knowledge supply chain



We can think of KM as a supply chain for knowledge as described here

<http://www.nickmilton.com/search/label/knowledge%20supply%20chain>

Supply

Combine

Gather

Capture

Pass on



Supply chain metrics

- ACTIVE?
- EFFICIENT?
- LEAN?
- DEMAND DRIVEN?
- EFFECTIVE?

can we use common Supply Chain metrics to help us understand [how to metricate KM?](#)

Here are some metrics from the supply chain world which might help us decide on metrics for our [Knowledge Management Framework](#).

Read more here: [Knoco stories: knowledge supply chain](#) <http://www.nickmilton.com/search/label/knowledge%20supply%20chain#ixzz5X0RWAzdA>

Questions for ADB

- Who's the knowledge customer?
- What do they need to know?
- How do you measure "Better performance"
- What's the knowledge supply chain?
- How do you metricate the supply chain?