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	GUIDELINES ON MONITORING ORGANIZATIONAL KNOWLEDGE		Revision Number	01
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1. PURPOSE

This guideline shall serve as an explicit requirement for organizational knowledge to be held as documented information and part of personnel competence.

2. SCOPE


This procedure covers the management of organizational knowledge within the covered scope of the Quality Management System. Both Tacit and Explicit knowledge from internal and external sources shall be managed with reference to this procedure.

3. RESPONSIBLE

In Charge	Roles and Responsibilities
Chief of Training Unit	Identify and create relevant organizational knowledge
Chief of Administrative Division	Store relevant organizational knowledge
RDs/ARDs/DCs/CPPOs	Share relevant organizational knowledge
Field Officers(FOs)/Staff of the Divisions/Staff of Regional Offices	Apply relevant organizational knowledge

4. POLICY

- 4.1 The Training Unit (TU) shall identify Organizational knowledge, which is knowledge specific to the organization; generally gained by experience. It's information that's used and shared to achieve the objectives."
- 4.2 The Regional Directors (RDs)/Assistant Regional Directors (ARDs), Division Chiefs (DCs), Chief Probation and Parole Officer (CPPOs) shall re-assess the extent of its organizational knowledge if it is considering making changes to its quality management systems in response to changing needs or trends in its operational environment.
- 4.3 The Chief of Training Unit/Chairman of Personnel Development Committee (National and Regional Level) needs to keep organizational knowledge current, and, if it is deemed insufficient, then the key personnel shall take steps to enhance it.
- 4.4 The Chief of Training Unit/Chairman of Personnel Development Committee (National and Regional Level) establishes its knowledge and competence goals at the start of the process to ensure organizations can achieve the identified goals and objectives.

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4.5 The Chief of Planning Division/Chief of Community Services Division/ and Regional Unit Heads shall utilize Internal Sources such as knowledge coming from intellectual property, knowledge gained from experience, lessons learned from failures and successful projects, capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products and services.

4.6 The Chief of Administrative Division/Chief of Training Unit shall utilize External Sources such as knowledge coming from standards, academia, conferences, gathering knowledge from customers or external providers.

4.7 The Regional Directors (RDs)/Assistant Regional Directors (ARDs), Division Chiefs (DCs), Chief Probation and Parole Officer (CPPOs) shall transform tacit knowledge into explicit through effective methods, such as Process-flow, procedures, reports, minutes of the meeting, statements, newsletter, memoranda, and operational guidelines.

5. PROCEDURE

Activities	Details	Controls	Outputs
1. Identify and create relevant organizational knowledge	1. Training Unit identifies the relevant organizational knowledge using the Organizational Knowledge matrix for each process 2. Training Unit submits the Organizational Knowledge (OK) for review and approval 3. Training Unit coordinates with HR, MIS Documents/ Records Officer the relevant knowledge that will be part of competency development and records management	Approved Knowledge Management (KM) Matrix Format Orientation on the use of the KM Matrix HR Plan incorporating the KM requirements IT Access Controls	Approved KM Matrix
2. Store relevant organizational knowledge	1. Chief of Administrative Division implements the identified approach/method for storing the organizational knowledge 2. Chief of Administrative Division updates/maintains the organizational knowledge	Approved KM Matrix Monitoring of the KM storage approaches	Implemented KM matrix Stored Organizational Matrix
3. Share relevant	1. RDs/ARDs/DCs/CPPOs implements	Approved KM	Sharing

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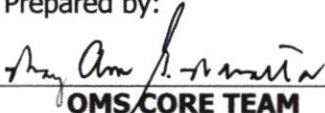


organizational knowledge	<p>the identified approach/ method for sharing the organizational knowledge</p> <p>2. RDs/ARDs/DCs/CPPOs updates/maintains the organizational knowledge matrix if there are changes to the approaches</p>	<p>Matrix</p> <p>Monitoring of the KM sharing activities</p>	<p>Activities Conducted</p> <p>Implemented KM matrix</p> <p>Evidence/report of the sharing activity conducted</p>
<p>4. Apply relevant organizational knowledge</p>	<p>1. Field Officers (FOs)/Staff of the Divisions/Staff of Regional Offices use the relevant organizational knowledge as input for the process</p>	Monitoring	Implemented

6. FORMS AND TEMPLATES

Please attach Organizational Knowledge monitoring.

7. REFERENCES

8. REVIEW AND APPROVAL

Prepared by:  QMS CORE TEAM	Reviewed by:  ALLAN B. ALCALA OIC Deputy Administrator QMS Team Leader	Approved by:  JULITO M. DIRAY OIC Administrator
Date:	Date:	Date: 11-04-21