

KMIRC知識管理及創新研究中心 Knowledge Management and Innovation Research Centre

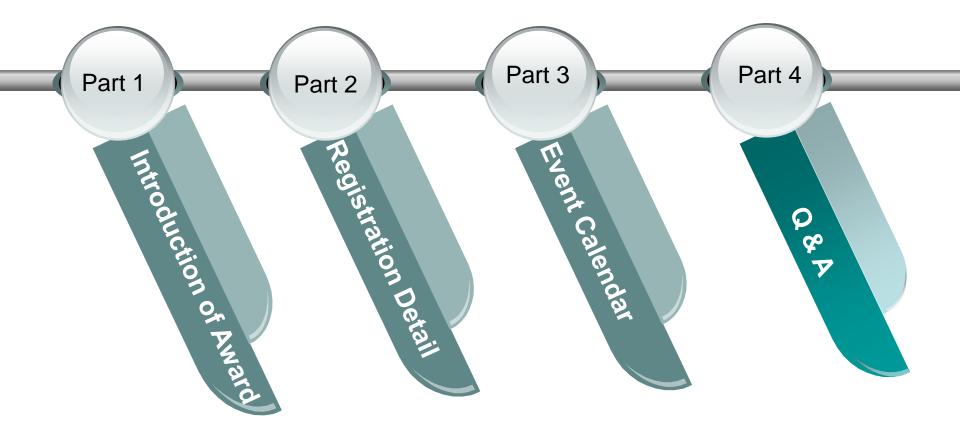




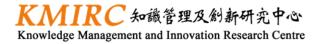


KMIRC知識管理及創新研究中心 Knowledge Management and Innovation Research Centre









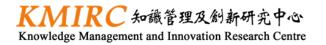


Hong Kong MAKE Award 2017









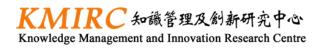


What is MAKE study?

The MAKE study is

- An annual research to identify the Most Admired Knowledge Enterprise around the world. Judges includes senior executives from Fortune 500 companies and leading knowledge management experts
- Global MAKE research started in 1998 and the first Asian MAKE research was implemented in 2002
- Conducted usually by KNOW Network, an international web-based professional knowledge sharing network and Teleos, a research firm specializing in knowledge management and intellectual capital management

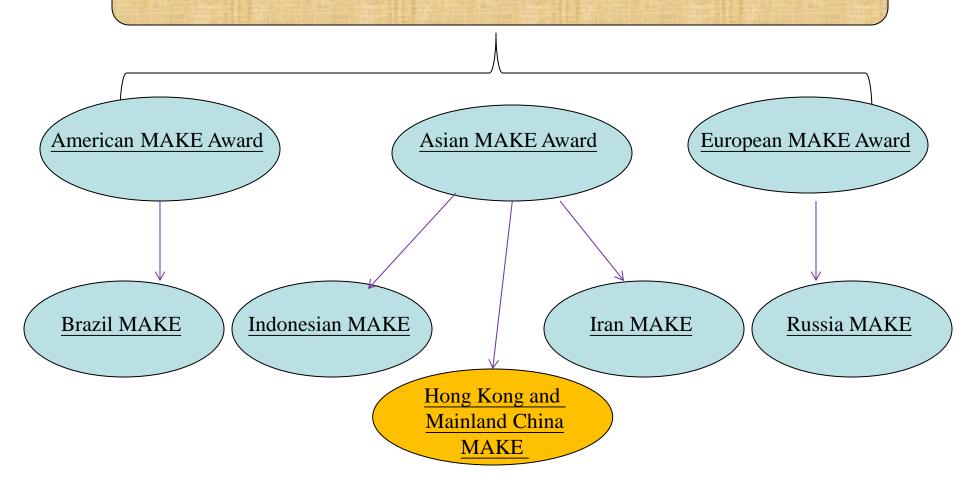




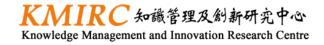


MAKE Award Structure

Global MAKE Award



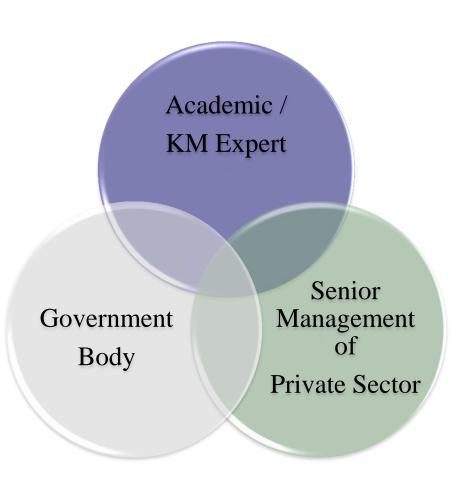




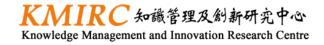


Evaluation Panel











Winners of Hong Kong MAKE Award



































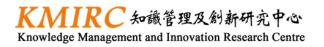












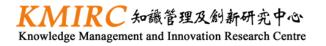


Winners of Global MAKE Award (2016)

- Accenture (Ireland)
- Alphabet (United States)
- Amazon.com (USA)
- Apple (United States)
- ConocoPhillips (United States)
- Deloitte (Global)
- Ecopetrol (Colombia)
- EY (Global)
- Fluor (United States)
- FMC Technologies (United States)

- IBM (United States)
- Infosys Limited (India)
- Microsoft (United States)
- PwC (Global)
- Samsung Group (S. Korea)
- Schlumberger (France/the Netherlands/United States)
- Siemens (Germany)
- Tata Group (India)
- Tesla Motors (United States)
- Wipro Limited (India)







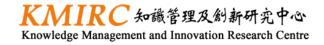
Winners of Global (IOU) MAKE Award (2016)

1 Hong Kong organization

- 1. Hong Kong Police Force (香港警務處)

- 2. Afcons Infrastructure (India)
- 3. Korea Water Resources Corporation (S. Korea)
- 4. Nalco Water (Ecolab) (USA)
- 5. Samsung SDS (S. Korea)
- 6. Singapore Armed Forces (Singapore)
- 7. Singapore Power (Singapore)
- 8. Tata Consultancy Services (India)
- 9. Tech Mahindra (India)
- 10. The Titan Company (India)
- 11.US National Aeronautics & Space Administration (USA)







Winners of Asian MAKE Award (2016)

2 Hong Kong & 2 Chinese organizations

- Arup, Hong Kong (Hong Kong) (奧雅納工程顧問)
- Hong Kong Police Force (香港警務處)
- **COFCO Corporation Nutrition and** Health Research Institute (China) (中糧營養健康研究院有限公司)
- New Oriental Education & Technology Group (China)
 - (新東方教育科技集團有限公司)









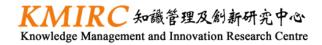






- Afcons Infrastructure (India)
- BINUS University (Indonesia)
- eClerx Services (India)
- Infosys Limited (India)
- Korea Water Resources Corporation (S. Korea)
- Samsung SDS (S. Korea)
- Singapore Armed Forces (Singapore)
- Tata Consultancy Services (Tata Group) (India)
- Tech Mahindra (Mahindra Group) (India)
- Titan Company (India)
- Toyota (Japan)
- Wipro Limited (India)







Global MAKE Award (IOU) Winners

Hong Kong















Asian MAKE Award Winners

Hong Kong



MTR







煤氣

Towngas



Mainland China





















ARUP











KMIRC 知識管理及劍新研究中心 Knowledge Management and Innovation Research Centre



ff A21 亞洲知識論壇暨最受推崇知識型機構大獎2016特刊

2017年1月12日 星期四



THE HONG KONG
POLYTECHNIC UNIVERSITY
查谢班工大學 KMIRC 如碳管理及到新研究中心

本港人口老化問題日益嚴峻,隨之而來的退休瀬更為企業的人才管理帶來挑戰。由香港理工大學知識 管理及創新研究中心(下幕中心)主肠的「香港最受推崇知識型機構大獎」(Most Admired Knowledge Enterprise Award・下幕MAKE大獎)今日舉行頒獎具榜,更同時舉辦「亞洲知識論增」,准聚全球知識 管理的優秀代表、分享如何透過知識管理及服務創新、促進企業可持續發展。

➡️受推崇知識型機構大獎」於1998年由知識管理研究公司Teleos與知識共享國際網絡KNOW Network聯合創辦,獎項分為環球、區域及國家3個級別。香港理工大學知識管理及創新研究中 的知識管理能提升企業的工作效率,而分享知識和經驗可缩短學習曲總,有助提升公司整體的服務質素。

中小企應更重視知識管理

「企業開發新產品或推行新項目時,已承擔員工學習這一隱形成本。」李教授指現時產品及服務的生命 周期愈來愈短,具工能否充分掌握新產品的知識,直接影響企業的研發、生產、物流及營銷等遺節。 他強調,知識管理主要協助企業歷免4大知識風險,包括知識決露、知識遺失,知識陳舊及培訓不足。 「除了大型企業・有心「長吉」的中小企也應重視過一問題。」李教授直言、許多中小企都與解知護管理。 以為需要投入大量資源聘情顧問和舉行培訓、惟舊中醫錠其實是管理者的理念。「希望得獎企業的成功案例 能為各行業帶來啟發,促使企業管理者為保護公司和關隊的知識制定策略,提升本港知識管理的水平。」

警務處再奪全球機構大獎

指崇加超型機構大獎」模技。並得以角逐立使MAKE大獎。其中香港警衛走是最初2013年後,第二度機器 「全球最受控崇知雖型機構大獎(獨立營運單位)」。李教授喜見參德企業的知識管理表現日讓來熟、並提 個關權數。促聯合面的可過機發展。

各大獎項均於今日頒獎典權中頒發,而得獎企業更可在 「亞洲知識論場」中與全球精英交流實踐經驗。今年論增主 類為「數碼化時代的服務創新」、中心特別激請來自寫氏學 图·加州大學伯克萊分校Sutardja創業美技術中心·日本富 士施樂株式會社及亞洲萬里通的代表參與,分享行業最新實 例、供有意作服務创新的企業參考。

香港理工大學知識管理及前新研究中心一直發力發展有

起努力,使香港及內地知識型經濟有更長足的發 香港理工大學校長

香港既是國際都會,也是珠三

角灣區的前沿城市、除了設施和研

件需要不斷更新・企業・公共服務

及政府部門如何利用知識管理。

提升營運效益、服務質素和創新能

香港理工大學知識管理及創新

力、也是同樣重要的。

研究中心透過教學和研究。向政府及工商界提供

解間及培訓服務、同時促進香港及內地知識管理

的交流。中心卷辦「香港最受推崇知識型機構人

獎」已有九年 - 獎項肯定表現卓越的機構 - 藉此

鼓勵更多政府部門及工商機構實踐知識管理・進

我衷心视質各獲獎機構,並希望社會各界

一步提升營運成效及服務質素。

二零一七年一月





今届前进由安永會計画事務所,吳雅納工程顧問,金山電池國際有限公司及香港警務處奪得「香港最受 獎項能為企業提供參考標準,有利企業不斷完善相關措施。

襲知議管理的教學、研究、培訓及顧問服務。李教授透露。 為集中企業力量降低知識風險,中心擬與本港多個團體及機 耦合作、展開調查研究與舉辦培訓、進一步推動各界關注知 **装管理**。





Hong Kong MAKE Award

在「百例知識論者」、全集終可能全球精甚交流實際網 验·赤坡聆腾嘉宿滨湖·汲取先旗经验。

知識風險。促進公司的可持續發展。 (曾有為權) 香港最受推崇知識型機構大獎2016評審團名單 ric Chan Chairman, Knowledge Management Development Centre ric Cheng Associate Professor, Hong Kong Institute of Education ohn Dumay Associate Professor, Macquarie University, Sydney usanne Durs Associate Professor, University of Skovde, Sweden Inowledge Resources Manager, White & Case LLP Eva Lo Director of Knowledge Management, Langham Place Hotel Airanda Lou Vice President (Administration and Business). The Hong Kong Polytechnic University (im Sbarcea

bony Chiu President, The Association of International Accountants - Hong Kong Branch

ARUP

家務構的寶貴知識、會否因知識保護措施不 一条機構的質用水線、資富四水線等建筑地 一是而速期;每面因員工解離而洗失,會面至時間技 等進步而落伍;會否因員工培訓不足而實正;如讓 延前等於以一旦前以很嚴重,等則按公司等征致 率時候,並則等公司品別以歷重。但任權。 香港建工大學知識管理及劉新術完中心訊正展

2. 自我評估知識別險程度

問卷詳情・可测覧網註:https://goo.gl/for

(電影:haley.wc.tsang@connect.polyu.hk)。 此外、知識管理及創新研究中心每年均與維研

####	Arm±±	团隐	調査	
7次7件	Allen	/30, 170	D/9 III	

間一項有關知識和強的調查研究。目的是評估機構 的知識既除因素及其既除程度、令機構:

加深對知識開險因素的認識 3. 獲知知識風險評估結果 4. 獲得一份有關知識風險問卷調查的整體報告

bkMXNwNCZeYKANoM2 (英文版) - 歐迎企業或 機構參與問卷調查、如有任何查詢,請聯絡當小組

此外,與解官正及首無研究中心每年均享於研 計會。企業培訓課程及接受企業參與年 原MAKE模辞謝,有周島的人士和企業 可測覽中心護士http://kmirc.ise.polyu. edu.hk,或取電3400 3156聯絡石小姐 www.ga

Hong Kong Police Force

	最受推崇知識型機構大獎2016(香港)
液烧機構	
Arup(本年度	大獎之至高獎項得主)
EY, Hong Kor	ng(並獲最佳知識科技應用獎)
GP Batteries	International Limited
Hong Kong P	olice Force(本年度大獎之至高獎項得主,並獲最佳知識分享文化獎)
	最受推崇知識型機構大獎2016(中國內地)
技技機構	
C&D Real Est	ate Corporation Limited
China Asset I	Management Co., Ltd. (並獲品世知識科技恋用獎)
COFCO Nutri	tion and Health Research Institute(本年度卓越大獎得主)
EY Hua Ming	LLP, China
New Oriental	Education & Technology Group (本年度卓越大獎得主・並獲最佳知識分享文化獎
SAIC General	Motors Co., Ltd. (木午度卓越大獎得主)
	最受推崇知識型機構大獎2016(亞洲)得獎名單

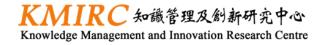
最受推崇知識型機構大獎2016(亞)	州) 得獎名單
獲獎機構 (首名)	地區
Infosys Limited	印度
其他獲獎機構	地區
Afcons Infrastructure Limited	印度
Arup	香港
BINUS University	印尼
COFCO Nutrition and Health Research Institute	中國內地
eClerx Services	印度
Hong Kong Police Force	香港
Korea Water Resources Corporation	南神
New Oriental Education & Technology Group	中國內地
Samsung SDS	南韓
Singapore Armed Forces	新加坡
Tata Consultancy Services	印度
Tech Mahindra	印度
Titan Company Limited	印度
Toyota Motor Corporation	日本
Wipro Limited	印度
全球最受推崇知識型機構大獎(獨立營運單	位) 2016 得獎名單
香港及中國內地獲菱機構	地區

香港



主蜥糊構







Asian Knowledge Forum 2017













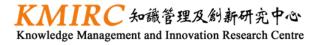














The 9th MAKE Award Presentation Ceremony









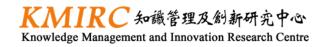










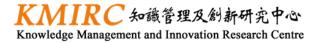




Company Visits to Hong Kong MAKE Winners







1st Round Written Report



New Characteristics

- Participating
 organizations can
 attend the
 presentations by
 other
 organization,
 hence learn from
 one another the
 best KM practice
- ❖ Past HK MAKE winners will be exempted from the 1st round assessment and enter the 2nd round directly
- In the 2nd round assessment, shortlisted organizations can nominate a representative to assess other applicants



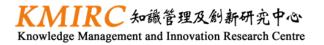




Assessment Criteria (Written Report)

- 1. Creating an enterprise knowledge-driven culture
- Developing knowledge workers through senior management leadership
- 3. Delivering knowledge-based products/services/solutions
- 4. Maximizing the intellectual capital of the organisation
- 5. Creating and sustaining an environment of knowledge sharing
- 6. Creating and sustaining an enterprise culture of continuous learning
- 7. Delivering value based on customer knowledge
- 8. Managing knowledge to generate shareholder (or societal) value



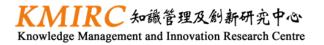




Assessment Criteria (Case/Project Presentation)

- 1. Demonstrating strong KM leadership
- 2. Enhancing team work and knowledge sharing
- 3. Improving customer/client service/loyalty
- 4. Fostering innovation







Case/Project Presentation

- Can be a single or multiple projects
- In each project, describe the followings:
 - Background
 - Objectives to achieve
 - Staff involvement
 - How it enhances KM practices
 - Benefit the company /organization/clients derived from the project







Important Dates

Timeline	Activity	
22 May 2017	Application Deadline	
16 Jun 2017	First Round Assessment & Announcement	
	Shortlisting of organisations by the Panel to enter the second round	
12 July 2017	Second Round Assessment & Announcement	
	Selected finalists will be invited to conduct the case presentation to the Panel	
To be announced	Award Presentation Ceremony	

Submission Deadline: 22 May 2017







Submission Guideline (HK MAKE Award)

The Submission Report should be formatted as follows:

- A4-size, with single-lined spacing and minimum font size of 12 points
- Maximum of 10 pages
- Appendices (showing graphics or tables, etc.) can be added on top of the written report but is limited to a maximum of 5 pages.
- Start a new page for each section
- Insert page numbers in the report

Report Format

Section 1: Company Background

Section 2: <u>Description</u> of KM

Programs / Activities

Section 3: Your Forward KM Plan









How to Apply?

Requirements

- Any organisation with an operation in Hong Kong is eligible to apply.
- Applicants should complete the application online
- Prepare a KM report covering its KM activities and outcomes taking place in Hong Kong.
- Participating MAKE award promotion event

Application Fee

• HK\$6,000



KMIRC知識管理及創新研究中心 Knowledge Management and Innovation Research Centre

Winners of HK MAKE Award 2016 (in alphabetical order)

ARUP

[View Details]







For further information, please visit www.makeaward.com

Contact

Ms Nicole Sy (tel: 2766 6560)

Miss Autumn Lin (tel: 3400 3158)



KMIRC知識管理及創新研究中心 Knowledge Management and Innovation Research Centre



Q&A