



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT IMPLEMENTATION PLAN

19 January 2017

1. **Project Code** 16-RP-13-GE-RES-C-01
2. **Project Activity** Review and Updating of the *KM Facilitators Guide* and *KM Tools and Techniques Manual*
3. **Project Reference** Project Notification 16-RP-13-GE-RES-C dated 15 September 2016
4. **Duration** 16 February–16 August 2017 (six months)
Expert Meeting 16–17 February 2017(two days)
5. **Venue** Phnom Penh, Cambodia
6. **Implementing Organization**
National Productivity Centre of Cambodia (NPCC)
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7. **Number of Experts** Up to three experts and one chief expert
8. **Objectives**

The project aims to review and update the *KM Facilitators Guide* (KMFG) and *KM Tools and Techniques Manual* (KMTT) used by NPOs and other KM practitioners as references and guides in providing training and consultancy services in APO member countries.

Specifically, the project will involve:

- a. Conducting a meeting among experts to review the contents of the two manuals as well as the APO KM Framework, taking into account user feedback during recent events;
- b. Identify the parts and topics of the manuals and the framework which need to be updated from the viewpoint of recent developments in information and communication technology (ICT); and
- c. Prepare the manuscripts for the updated manuals for printing and distribution to NPOs and relevant organizations.

9. Background

The APO KM framework was developed to provide a common understanding among member countries, in particular among NPOs. The framework was designed based on practical experience in KM from several countries in Asia, along with best practices from Australia, Europe, and the

USA. Upon adoption of the APO KM Framework in 2007, another expert group was established in March 2008 to develop a training guide and implementation approach based on the framework. The KMFG was developed by the group comprising representatives from India, Malaysia, the Philippines, Singapore, UK, and APO Secretariat to help KM trainers and consultants in NPOs to understand KM and provide guidance for its implementation. It provides easy-to-follow instructions on delivering training in the APO KM framework, including detailed notes on the key messages of each slide, trainer's notes, and making the transition to the next slide. To supplement the KMFG, the KMTT was developed in 2009. These two manuals have proven so useful to NPOs and KM practitioners that the Secretariat has run out of hard copies of the KMFG. However, since they were developed almost a decade ago, and given the recent trends and developments particularly in various applications of ICT in various aspects of KM, there is a need to update them. That was also recommended by participants in recent APO KM workshops and training courses. The absence of any specific mention of the use of ICT in KM is noticeable in the KMFG and KMTT. Thus, this project will update the manuals to make them more relevant to the times and useful to NPOs and KM practitioners.

10. Scope and Methodology

The activities will consist of an expert meeting, followed by revision of sections requiring updating and enhancement. The meeting will consist of presentations and group discussions among experts and APO Secretariat Officer.

The tentative program of the meeting is given below:

<u>Date/Time</u>	<u>Activity</u>
Wed., 15 February 2017	Arrival of experts in Phnom Penh
Thurs., 16 February 2017	Opening session <ul style="list-style-type: none"> - Briefing on the objectives, expectations, and scope of work - Presentations by individual experts on their personal assessment and feedback received during recent events on the APO KM Framework and the two manuals - Group discussion 1: Identification of sections/topics of the KMFG manual requiring updating.
Fri., 17 February	<ul style="list-style-type: none"> - Group discussion 2: Identification of sections/topics of the KMTT manual requiring updating - Group discussion 3: Identification of new topics to be added to the KMFG and KMTT manuals - Group discussion 4: Presentation and discussion on the new outlines of the manuals - Group discussion 5: Work assignments and timelines
Sat., 18 February	Departure of experts

11. Qualifications and Tasks of Experts

The experts for this project must possess the following background qualifications:

- Extensive knowledge of various KM tools, techniques, and theories;
- Excellent writing skills and have published articles, books, or reports concerning KM; and
- Strong commitment to undertaking and completing the tasks within the given time frame.

The tasks of the chief expert in this project will include:

- a. Attending the expert meeting to be held 16–17 February 2017, in Phnom Penh, Cambodia;
- b. Developing the proposed scope of work and specific assignments/topics for each expert;
- c. Providing overall coordination and advisory services to experts in writing their assignments and designated topics of the manuals;
- d. Reviewing the initial drafts of experts to ensure the consistency, quality, and format of the assigned topics/modules;
- e. Preparing the final integrated updated manuals based on the individual contributions of experts; and
- f. Ensuring that the final updated manuals are completed and submitted to the APO Secretariat by the deadline of 30 August 2017.

The tasks of experts will include:

- a. Attending the expert meeting to be held 16–17 February 2017, in Phnom Penh, Cambodia;
- b. Preparing their initial inputs for the meeting;
- c. Writing the assigned topics for the manuals following the guidelines agreed on in the expert meeting; and
- d. Submitting their inputs on the assigned topics to the chief expert within the agreed time frame.

12. Financial Arrangements

To be borne by the APO

- a. Honoraria for experts to be paid upon submission and acceptance of the updated manuscript of the two manuals;
- b. All assignment costs for experts including daily subsistence allowances, miscellaneous expenses, and round-trip international airfare by the most direct route between the international airport nearest to the experts' place of work and Phnom Penh for attending the expert meeting;
- c. Travel insurance coverage against accident and illness for the entire duration of the expert meeting and travel; and
- d. All local implementation costs for the meeting package including meeting room rental and required equipment for experts, APO officer and observers from NPCC.



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Secretary-General