Knowledge Management Assessment Tool

The tool is divided into five sections: the KM process; leadership; culture; technology; and measurement. The following is a subset of the items and information in the KMAT, with a simplified scoring system.

Directions: Read the statements below and evaluate your association's performance. The scale is as follows, if you have any questions please contact us at info@amces.com:

1 = no, 2 = poor, 3 = fair, 4 = good, and 5 = excellent

I. The Knowledge Management Process

P1. Knowledge Gaps are systematically identified and well-defined processes are used to close them.
__ 1   __ 2   __ 3   __ 4   __ 5

P2. A sophisticated and ethical intelligence gathering mechanism has been developed.
__ 1   __ 2   __ 3   __ 4   __ 5

P3. All staff and volunteers of the association are involved in looking for ideas in traditional and non-traditional places.
__ 1   __ 2   __ 3   __ 4   __ 5

P4. The association has formalized the process of transferring best practices, including documentation and lessons learned.
__ 1   __ 2   __ 3   __ 4   __ 5

P5. "Tacit" knowledge (what staff and volunteers know how to do, but cannot express) is valued and transferred across the association.
__ 1   __ 2   __ 3   __ 4   __ 5

Total of items P1 through P5. _____

II. Leadership in Knowledge Management

L1. Managing organizational knowledge is central to the association's strategy.
__ 1   __ 2   __ 3   __ 4   __ 5

L2. The association understands the revenue-generating potential of its knowledge assets and develops strategies for marketing and selling them.
__ 1   __ 2   __ 3   __ 4   __ 5

L3. The association uses learning to support existing core competencies and create new ones.
__ 1   __ 2   __ 3   __ 4   __ 5

L4. Individuals are hired, evaluated and compensated for their contributions to the development of organizational knowledge.
__ 1   __ 2   __ 3   __ 4   __ 5

Total of items L1 through L4. _____

III. Knowledge Management Culture

C1. The association encourages and facilitates knowledge sharing.
__ 1   __ 2   __ 3   __ 4   __ 5

C2. A climate of openness and trust permeates the association.
__ 1   __ 2   __ 3   __ 4   __ 5

C3. Customer value creation is acknowledged as a major objective of knowledge management.
__ 1   __ 2   __ 3   __ 4   __ 5

C4. Flexibility and a desire to innovate drive the learning process.
 __ 1   __ 2   __ 3   __ 4   __ 5

C5. Staff takes responsibility for their own learning.
__ 1   __ 2   __ 3   __ 4   __ 5

Total of items C1 through C5. _____

IV. Knowledge Management Technology

T1. Technology links all members of the association to one another and to all relevant external publics.
 __ 1   __ 2   __ 3   __ 4   __ 5

T2. Technology creates an institutional memory that is accessible to the entire enterprise.
__ 1   __ 2   __ 3   __ 4   __ 5

T3. Technology brings the association closer to its members.
__ 1   __ 2   __ 3   __ 4   __ 5

T4. The association fosters development of "human-centered" information technology.
__ 1   __ 2   __ 3   __ 4   __ 5

T5. Technology that supports collaboration is rapidly placed in the hands of staff.
__ 1   __ 2   __ 3   __ 4   __ 5

T6. Information systems are real-time, integrated, and "smart."
__ 1   __ 2   __ 3   __ 4   __ 5

Total of items T1 through T6. _____

V. Knowledge Management Measurement

M1. The association has invented ways to link knowledge to financial results.
__ 1   __ 2   __ 3   __ 4   __ 5

M2. The association has developed a specific set of indicators to manage knowledge.

__ 1   __ 2   __ 3   __ 4   __ 5

M3. The association's set of measures balances hard and soft as well as financial and non-financial indicators.
__ 1   __ 2   __ 3   __ 4   __ 5

M4. The association allocates resources toward efforts that measurably increase its knowledge base.
__ 1   __ 2   __ 3   __ 4   __ 5

Total of items M1 through M4. _____

Total Score _____ out of a possible ____120_____

Rating =

Comments for Future Action

This tool has been adapted from the Knowledge Management Assessment Tool (KMAT) developed by the American Productivity & Quality Center and Arthur Andersen to help organizations self-assess where their strengths and opportunities lie in managing knowledge.

If you have any questions following your results from this tool, please contact us at info@amces.com to learn more today.