

Report on APO e-learning Course on “Knowledge Management in Service Sector”



Participants of the e-learning Course at New Delhi, India

Asian Productivity Organisation (APO) has been promoting e-learning courses as the medium to reach towards large number of participants across member countries, in a cost effective manner. Considering the importance of the “Knowledge Management” subject for the major Service sector, the APO organized e-learning Course on “Knowledge Management in Service Sector”. The course was held in two phases, the first phase was carried out during 21-23, November, 2011 for the participants from Bangladesh, India, Iran and Thailand. The second phase was held during 5-7, December, 2011 for the participants from Fiji, Indonesia, Malaysia, Pakistan, Philippines and Vietnam. The strength of participants from each of the countries was in the range of 15 to 25. The participants were from various service sector organizations like Universities, Banks, Govt Departments, NGOs, NPOs etc from public and private sector. Mr.G.S.Krishnan, Director (IT&KM), National Productivity Council, India and Mr. *Mohd HaitherHussin, Executive Director, Centrist Solutions, Malaysia* were the faculty who served as the resource persons for the courses.



e-learning course in progress

The first day of the programme covered the basics of “Knowledge Management” and “KM Tools and Techniques”. A session was also held on “KM Benefits for Service Sector”. The second day covered the subjects of “KM Performance Measurement Metrics” and “APO KM Framework and Implementation Approach”. In order to let the participants have practical hands on experience, case study exercises were provided to them to work on. The participants made presentations on the case studies on the third day followed by summarization by the experts. A test was also conducted to check the proficiency of the participants in the subject at the end.

The delivery of the sessions and discussions and question/answer sessions were held over the video conferencing mode. The participants were quite involved in the course and asked wide range of questions covering the subject which were replied by the experts. If the questions could not be covered online due to time constraints, the questions were collected and replied through emails through offline method. The group exercise on real time case studies of successful KM organizations provided a good opportunity for the participants to appreciate key success factors in implementation of KM.

The points of strength for the courses were observed to be the meticulous planning and preparatory arrangements made by the APO coordinators and the local coordinators, the seriousness and sincerity shown by the participants to learn and practice the subject and the flawless connectivity offered by the video-conferencing technology to connect a large number of locations situated across the continent. The experts also found it quite interesting to get involved with the participants. Examples were also narrated from the APO demonstration project on “Knowledge Management” carried out at Bharat Electronics Limited, Ghaziabad in India, which were appreciated by the participants.

One of the improvements that could be considered while designing such courses in the future, is the possibility to let some of the participants to bring actual case studies on the subject from their own organizations and present to other group participants. The groups can then study and suggest improvements and solutions. This way it would be possible for the participants to get involved with more interest.

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