

Discussion:
**Knowledge Management in
the E&C Industry**

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Knowledge Management

“identify, create, represent, distribute and enable adoption of insights and experiences ... embodied in individuals, processes and practices.” *Wikipedia*



Knowledge Management

- Apprenticeships, mentoring, training
- Discussions and forums, corporate libraries
- Knowledgebases and expert systems
- Decision support systems
- Computer supported co-operative work
- Document management
- Personal knowledge management





CRM
Business
Development
Market Analysis

Decision to bid
Bid Preparation
Opportunity
Management
Guarantee
Management
Bid Finalisation
Contract
Finalisation



Performance
Analysis
Project
Closeout
Lessons
Learnt
Knowledge
Management

Innovation Stuart Aitken, HCC



Sponsors' Knowledge Management initiatives, experiences and insights



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Potential ECRI Knowledge Management Initiatives

