



fcu and associates

# IN TOUCH

*a newsletter for our partners and friends*



## inside this issue

Why Knowledge Management is Important to the Success of Your Company

**PAGE 1**

Six Key Steps to Influencing Effective Knowledge Transfer in Your Company

**PAGE 2**

Meet Our New Clients

ISO 45001 Update

**PAGE 4**

Congratulations to Our Newly-Certified and Recertified Clients!

**PAGE 5**

Client Spotlight: Kidapawan Doctors Hospital, Inc. (KDHI)

**PAGE 7**

FCU in Action

**PAGE 8**

Just Had to Share This with You

From the Editors

**PAGE 12**

## ON THE WEB

Visit our website at:  
<http://www.fcusolutions.org/>



Visit our Facebook page at:  
<http://www.facebook.com/fcuandassociates>



## WHY KNOWLEDGE MANAGEMENT IS IMPORTANT TO THE SUCCESS OF YOUR COMPANY

By: LISA QUAST, FORBES

Managers are bombarded with an almost constant stream of data every day. According to David Derbyshire of Daily Mail UK, “Scientists have worked out exactly how much data is sent to a typical person in the course of a year – the equivalent of every person in the world reading 174 newspapers every single day.”

This overload of data is making knowledge management increasingly more important. Three key reasons why actively managing knowledge is important to a company’s success are: 1) Facilitates decision-making capabilities, 2) Builds learning organizations by making learning routine, and, 3) Stimulates cultural change and innovation.

### **FACILITATES DECISION-MAKING CAPABILITIES**

Data can offer managers a wealth of information but processing overwhelming amounts can get in the way of achieving high-quality decisions. GE’s Corporate Executive Council (CEC) is an example of how one company put a knowledge management system in place to help executives cut through the noise, share information, and improve their decision-making. The CEC is composed of the heads of GE’s fourteen major businesses and the two-day sessions are forums for sharing best practices, accelerating progress, and discussing successes, failures, and experiences. While information overload or needing knowledge from people in other parts of the company for decision-making can handicap managers, putting in place knowledge management systems can facilitate better, more informed decisions.

*(Continued on page 3)*



# SIX KEY STEPS

## to Influencing Effective Knowledge Transfer in Your Business

By: CHRIS CANCIALOSI, FORBES



Before lifting a Black Hawk helicopter off the ground, the pilot goes through a lengthy written checklist: oil pressure, fuel pump and generator switches, safety harnesses, altimeters — on and on it goes. When I flew Black Hawks in Iraq, I didn't dream of trying to memorize this list. That would've been dangerous. The best way to store and retrieve that information was a notebook.

Similarly, doctors don't recite every patient's medical history from memory. That's what a medical chart is for, and it could mean the difference between life and death. Even the transportation industry is getting in on knowledge transfer. Loriann Hoffman, vice president of talent and organization development for the New York City Transit Authority, shared with me that her organization is implementing several knowledge transfer initiatives. Safely moving more than 8 million (yes, million) people by bus or subway every weekday is no small feat, after all.

While your organization may not be responsible for people's lives, getting the right information to the right people at the right time is still a critical component to your business's long-term success.

What if the only person who understands a critical part of your company leaves? What if the marketing and engineering teams aren't talking to each other except casually in the cafeteria?

Are you going to rely on that? Of course not! That's where effective knowledge management comes into play.

Knowing who knows what, who needs to know what, and how to transfer that knowledge is critical — especially when so much of a company's worth consists of information. Investing in developing an effective way to transfer knowledge may, in the least, save you some headaches and, at the most, save your business.

Here are some suggestions for implementing a system for knowledge management and transfer in your company:

### MAKE IT FORMAL



While water-cooler banter is better than nothing, you need consistent, clear processes and tools. As an aviator, I'm partial to lists.

My team creates documents that clearly outline how a process works. We also use checklists and sample templates to ensure that following the process is easy. This increases the confidence of the team members who know that they're not expected to just "figure it out" when the time comes. Even something as simple as taking notes during meetings and sharing them will keep your employees in the loop.

### TRAIN, TRAIN, TRAIN



By providing your team members with formal training opportunities, you ensure that you have duplication of skills in the system. However, if you don't have the resources for formal training, you can try this simulation: Remove a key person from the system temporarily so the team can see what happens. If things fall apart quickly, people will be eager to figure out how to prevent that failure from happening in the future.

For organizations that have effectively transferred knowledge to others, these situations present opportunities for employees to put their knowledge into practice and build their confidence.

### CREATE DUPLICATION



I'm not suggesting that you need two people for every job, but you *do* need to plan for the worst. Cross-training can mitigate the risk of a key person leaving with a head full of knowledge. Ensure that there are at least two people who can step in during an emergency. For example, imagine a football team. If the quarterback is injured, another player has to step into that position. But what if no one has practiced that role? Your team probably wouldn't win the game. *(continued on page 3)*

## SIX KEY STEPS TO INFLUENCING EFFECTIVE KNOWLEDGE TRANSFER IN YOUR BUSINESS

(...continued from page 2)



### USE SYSTEMS

Technology can capture key information for later generations to use. They shouldn't have to relearn what others discovered. By standing on the shoulders of those who have come before, newcomers can take the ball and run with it rather than spinning their wheels rehashing the same ground that's already been covered.



### CREATE OPPORTUNITIES

Set up informal gatherings where team members can exchange information and develop networks organically. Develop communities of practice so employees can work together to find and share information. This is a great way to capture and share knowledge with a broad audience.



### BE SMART WHEN EMPLOYING CONSULTANTS

While a consultant can be a valuable asset, keep in mind that they'll leave after the work is through. Make sure you plan to have their knowledge transferred to internal personnel so you can carry on once they've departed.

For any of these practices to make a real difference in your business, you have to communicate the importance of knowledge transfer, explain how it will be done, and, most importantly, practice it yourself.

If you can do that, knowledge transfer will be a key resource and differentiator for your organization. By continuously spot-checking to make sure the right knowledge is being captured and shared, your organization can leap ahead of competitors and seamlessly transition during the departure of key personnel.

On top of that, your employees will be more engaged in their work and have a more in-depth understanding of the systems around them. When your employees feel confident in their ability to step in and help, the different parts of your organization will move together effortlessly. With effective knowledge transfer, your organization will be healthier and happier overall. ♦

Source: <http://www.forbes.com/sites/chrisancialosi/2014/12/08/6-key-steps-to-influencing-effective-knowledge-transfer-in-your-business/#593060f14948>

## WHY KNOWLEDGE MANAGEMENT IS IMPORTANT...

(...continued from page 1)

### BUILDS LEARNING ORGANIZATIONS BY MAKING LEARNING ROUTINE

In his book, *Learning in Action: A Guide to Putting the Learning Organization to Work*, author David Garvin notes, "To move ahead, one must often first look behind." The U.S. Army's After Action Reviews (AARs) are an example of a knowledge management system that has helped build the Army into a learning organization by making learning routine. This has created a culture where everyone continuously assesses themselves, their units, and their organization, looking for ways to improve. After every important activity or event, Army teams review assignments, identify successes and failures, and seek ways to perform better the next time. This approach to capturing learning from experience builds knowledge that can then be used to streamline operations and improve processes.

### STIMULATES CULTURAL CHANGE AND INNOVATION

Actively managing organizational knowledge can also stimulate cultural change and innovation by encouraging the free flow of ideas. For example, GE's Change Acceleration Process (CAP) program includes management development, business-unit leadership, and focused workshops. CAP was created to not only "convey the latest knowledge to up-and-coming managers" but also "open up dialogue, instill corporate values, and stimulate cultural change" (Garvin, 2000). In this complex, global business environment, these types of knowledge management programs can help managers embrace change and encourage ideas and insight, which often lead to innovation, even for local mom and pop business owners.

### BOTTOM LINE

Fortune 500 companies lose roughly \$31.5 billion a year by failing to share knowledge, a very scary figure in this global economy filled with turbulence and change. Actively managing knowledge can help companies increase their chances of success by facilitating decision-making, building learning environments by making learning routine, and stimulating cultural change and innovation. By proactively implementing knowledge management systems, companies can re-write the old saying, "Change is inevitable, growth is optional" to "Change is inevitable, growth is *intentional*." ♦

Source: <http://www.forbes.com/sites/lisaquast/2012/08/20/why-knowledge-management-is-important-to-the-success-of-your-company/#7db3b0e95e1d>

# MEET OUR NEW CLIENTS

<p><b>CENTURY PROPERTIES MANAGEMENT, INC.</b> <i>(Quality Management System — ISO 9001: 2015)</i></p>	<p><b>MICRO BASE TRANSPORT AND EQUIPMENT COMPANY, INC.</b> <i>(Quality Management System — ISO 9001: 2015)</i></p>
<p><b>ENERGY DEVELOPMENT CORPORATION</b> <i>(Quality Management System — ISO 9001: 2015)</i> <i>(Environmental Management System—ISO 14001:2015)</i></p>	<p><b>PACIFIC NICKEL PHILIPPINES, INC.</b> <i>(Environmental Management System — ISO 14001: 2015)</i></p>
<p><b>MAKATI DEVELOPMENT CORPORATION-CMDF</b> <i>(Trainor’s Training)</i></p>	<p><b>W LANDMARK, INC.</b> <i>(Organization Development)</i></p>
<p><b>MRAIL INCORPORATED</b> <i>(Quality Management System — ISO 9001: 2015)</i></p>	<p><b>W HYDROCOLLOID, INC.</b> <i>(Organization Development)</i></p>



## ISO 45001 – Occupational Health and Safety

Over 6300 people die each day from work-related accidents or diseases - that’s nearly 2.3million every year.

The burden of occupational injuries and diseases is significant, both for employers and the wider economy, resulting in losses from early retirements, staff absence and rising insurance premiums.

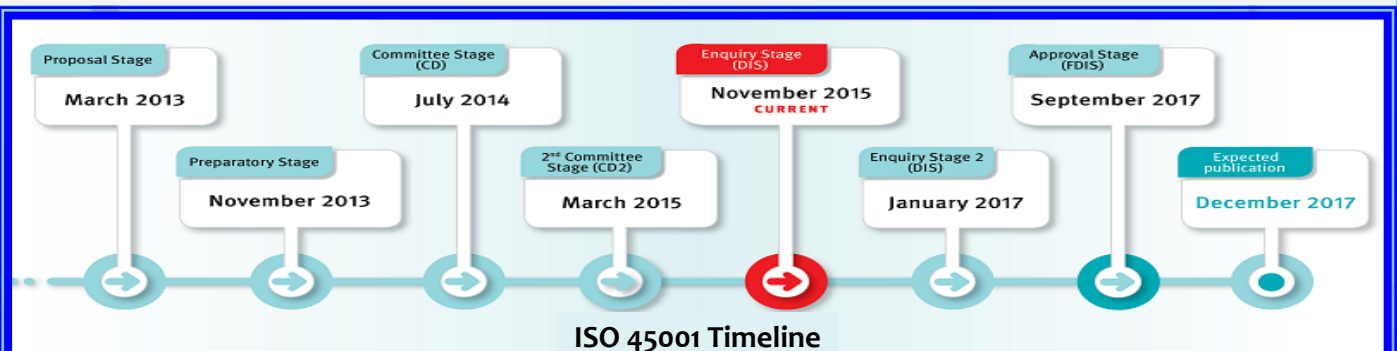
To combat the problem, ISO is developing a new standard, ISO 45001 *Occupational health and safety management systems - Requirements*, that will help organizations reduce this burden by providing a framework to improve employee safety, reduce workplace risks and create better, safer working conditions, all over the world.

The standard is currently being developed by a committee of occupational health and safety experts, and will follow other generic management system approaches such as ISO 14001 and ISO 9001. It will take into account other International Standards in this area such as OHSAS 18001, the International Labour Organization’s ILO-OSH Guidelines, various national standards and the ILO’s international labour standards and conventions.

### WHEN WILL IT BE AVAILABLE?

The drafts will be available through your local ISO member once it reaches the public enquiry (DIS) stage and Final Draft (FDIS) stage, before the standard is published in December 2017. ♦

Source: <http://www.iso.org/iso/iso45001>



# Congratulations!



**ARN BUILDERS, INC.**  
ISO 9001:2015 CERTIFIED



**KIDAPAWAN DOCTORS HOSPITAL, INC.**  
ISO 9001:2015 CERTIFIED

# GREAT JOBS!



**EGB CONSTRUCTION**  
ISO 9001:2008 RECERTIFIED



**ORIENTAL SYNERGY MINING CORPORATION**  
ISO 14001:2015 CERTIFIED

## Congratulations!



## KIDAPAWAN DOCTORS HOSPITAL, INC. (KDHI) ISO 9001 Certification

Great Value for Life

### Message from the President and CEO of Kidapawan Doctors Hospital, Inc.

*The Kidapawan Doctors Hospital, Inc. has recently been awarded certification on ISO 9001:2015. The management would like to thank the whole team for the success of this tough challenge. FCU & Associates has been instrumental in realizing this endeavor.*

*The certification confirms our commitment to quality management that hopefully KDHI will be able to achieve high levels of patient satisfaction and establish processes for continual improvement. I am confident that through this initiative significant improvements will be realized now and in the future. This will definitely give us a tremendous boost especially now that we are the only hospital in our locality to have achieved this award. Operation wise, this will have great improvements for us. However, this is not going to be so easy for us since we need to maintain and improve even more for we have certain standards to follow. Constant monitoring is a must for our staff and we must never be complacent.*

*Our vision to be a premiere hospital in this part of our country is achievable thru this certification. And maybe medical tourism is not an impossible dream for our company in the future. This is also in consonance with our plan for the up-coming 10-storey building expansion soon. Hopefully this will also serve as an inspiration to other healthcare facilities in the pursuit of promoting health.*

*In behalf of the members of the Board of the Kidapawan Doctors Hospital, Inc. and the rest of the management team, I would like to express my heartfelt gratitude to FCU & Associates for this accolade. Likewise, my sincere thanks to our Quality Management Representative and the whole QMS team for spearheading this project.*

**EDWIN Y. GANTUANGCO, MD, FPCR**  
President & CEO



KUDOS to the KDHI QMS Team!

# FCU IN ACTION



**BOHOL GROUP  
QMS Internal Audit Workshop**



**AMO Orientation Seminar**



**DOMINGO S. DE LEON GENERAL HOSPITAL  
ISO 9001 Appreciation and Risk Management Workshop**



**CENTURY PROPERTIES MANAGEMENT, INC.  
ISO 9001 Appreciation and Risk Management Workshop**





**FIRST ORIENT DEVELOPMENT CORPORATION**  
ISO 9001 Appreciation and Risk Management Workshop



**GOLDRICH CONSTRUCTION AND TRADING**  
ISO 9001 Appreciation and Risk Management Workshop



**HALREY CONSTRUCTION, INC.**  
QMS Internal Audit Workshop



**MICRO BASE TRANSPORT EQUIPMENT CO. INC.**  
ISO 9001 Appreciation Seminar



**LEGAZPI PREMIUM DEVELOPMENT CORPORATION**  
ISO 9001 Appreciation and Risk Management Workshop



**LNR CONSTRUCTION**  
QMS Internal Audit Workshop



**LR TIQUI BUILDERS, INC.**  
ISO 9001 Appreciation Seminar



**MINDANAO ROCK & VICTORIANO C. LIM CONSTRUCTION**  
ISO 9001 Appreciation and Risk Management Workshop



**MAKATI DEVELOPMENT CORPORATION  
Trainer's Training**



**SUPREME MEGA BUILDERS STRUCTURE, INC.  
ISO 9001 Appreciation and Risk Management Workshop**



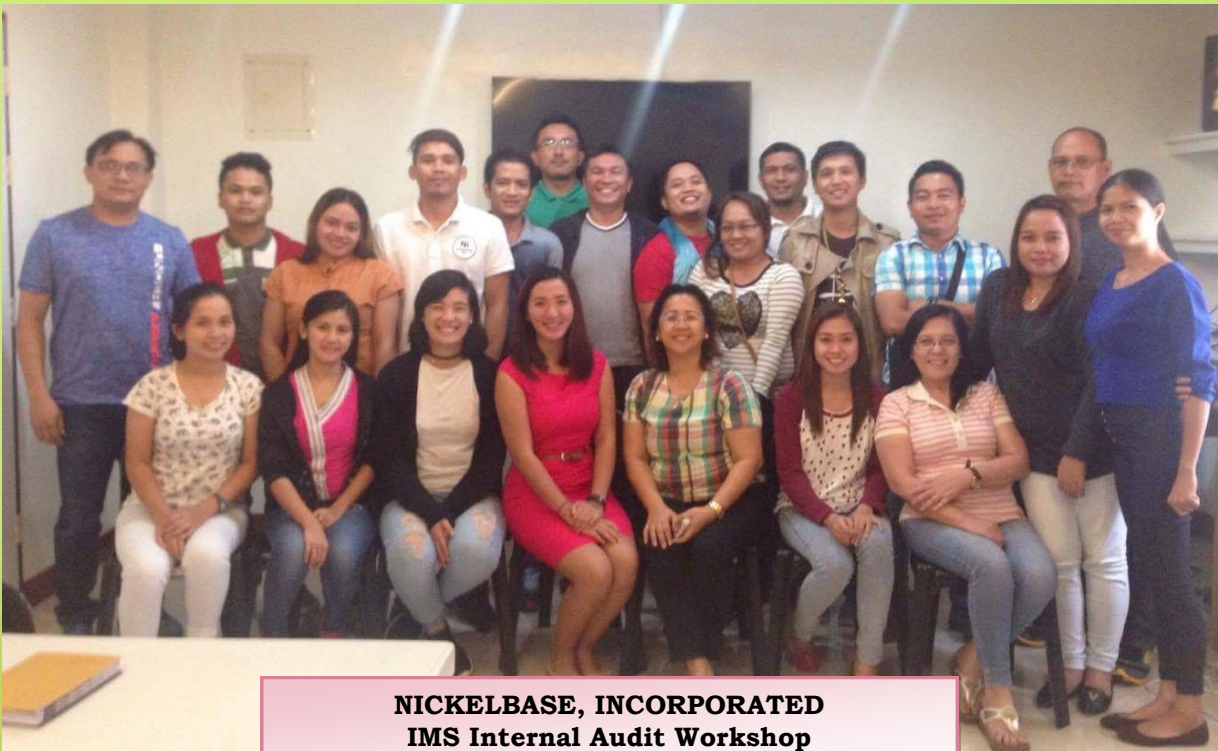
**PHILWORKS CONSTRUCTION AND SUPPLY  
ISO 9001 Appreciation Seminar**



**MRAIL INCORPORATED  
Strategic Planning**

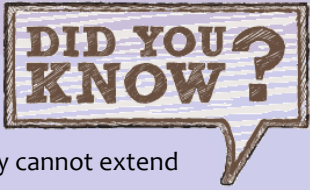


**PILMICO ANIMAL NUTRITION & PILMICO FOODS CORPORATION  
ISO 9001 Appreciation and Risk Management Workshop**



**NICKELBASE, INCORPORATED  
IMS Internal Audit Workshop**

**JUST HAD TO SHARE THIS WITH YOU...**



- Monday is the most common sick day.
- Fridays are the least likely day to be sick. People are much happier and likely to go to work on Fridays. Fridays also tend to be the day where it is more social and positive in the office/workplace.
- If you work 40 hours a week from age 20-65, you will work just over 90,000 hours in your lifetime.
- The average office worker spends 50 minutes a day looking for lost files and other items. That's almost an hour a day!



- If you are right handed, you will tend to chew your food on your right side. If you are left handed, you will tend to chew your food on your left side.
- Chewing gum while peeling onions will keep you from crying,

- Your tongue is germ free only if it is pink. If it is white, there is a thin film of bacteria on it.
- Laughing lowers levels of stress hormones and strengthens the immune system. Six-year-olds laugh an average of 300 times a day. Adults only laugh 15 to 100 times a day.
- The roar that we hear when we place a seashell next to our ear is not the ocean, but rather the sound of blood surging through the veins in the ear.
- Men's shirts have the buttons on the right, but women's shirts have the buttons on the left.

- Roosters cannot crow if they cannot extend their necks.
- The color blue has a calming effect. It causes the brain to release calming hormones.
- Human hair and fingernails continue to grow after death.
- Every time you sneeze some of your brain cells die.
- Your left lung is smaller than your right lung to make room for your heart.
- The plastic things on the end of shoelaces are called aglets.
- In most watch advertisements, the time displayed on the watch is 10:10 because then the arms frame the brand of the watch (and make it look like it is smiling).
- Intelligent people have more zinc and copper in their hair.
- Do you know the names of the three wise monkeys? They are: Mizarru (See no evil), Mikazaru (Hear no evil), and Mazaru (Speak no evil).



Sources: <http://www.agilec.ca/blog/2015/01/fun-facts-about-working-life> & <http://productiveatwork.tumblr.com/post/119557373>

**FROM THE EDITORS**

**“Knowledge has to be improved, challenged, and increased constantly, or it vanishes.”**  
 ~ Peter Drucker



Dear Friends,

In this issue of our newsletter, concepts of knowledge management are explored and shared from a general perspective.

Knowledge management is basically about creating the right knowledge or the right knowledge sources (including people) open to the right people at the right time. Knowledge sharing, therefore, is imperative in this process. We hope the articles we provided can help you improve and encourage knowledge transfer within your organization.

Enjoy reading and stay In Touch!

- Cherry and Sukh