

# Knowledge Management

A Kipling Approach

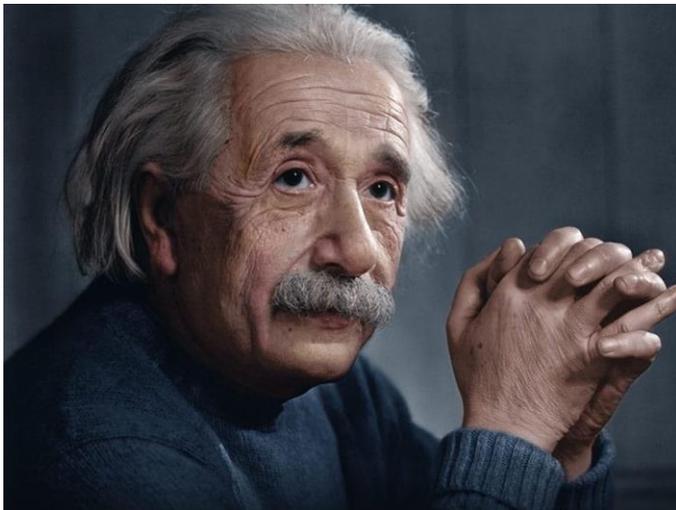
August 2023

# What is Knowledge?

A person's or people's combined facts, information and skills gained through experience. It's the theoretical and practical understanding of 'something'.

# What is Knowledge Management?

It is a process of collecting, organising, analysing and sharing knowledge. This is to make sure knowledge is accessible to everyone.



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# Why Knowledge Management?

- Supports delivery of our organisational imperatives
- Enables us to learn from one another
- Helps us better see and manage known risks
- We can learn and build on the principles and actions that are known to be successful
- Brings efficiencies in time, cost and resource by sharing improvements
- Aids behavioural change, facilitating better collaboration
- Promotes positive company and sector reputation – “we deliver what we promise”



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# Advantages for you and your teams

- It helps you to make tomorrow easier
- Celebrates innovation and improvement
- Contributes to professional development
- Ensures up to date workings and standards
- Builds and sustains networks
- Get things right first time



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# How do we want to work together?

If we collaborate, we can help each other:

- Be ready for the good and not so good, to respond to issues and opportunities
- Build capability in integrated project teams
- Coach people through processes and expectations
- Build networks to share expertise
- Provide opportunities to reflect and bring clarity
- Encourage creative problem solving
- Generate insights to deliver improvement
- Enable us to learn from failure



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# What the Knowledge Management Team offer

- A safe, respectful and inclusive space for us to engage with each other constructively
- Bring structured approaches to problem solving, with tools and templates
- Provide bigger picture perspectives to cut across the silos, spot the lightbulb moments
- Make it easy to ask for help with things you've not done before
- Pull knowledge into your team to approach risks and opportunities proactively
- Facilitate learning from lessons workshops and case study creation
- Capture the impacts and efficiencies possible with effective knowledge practice
- Give you access to a growing body of materials and tools on our [Knowledge Management Site](#)

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<https://highways.sharepoint.com/sites/MPKnowledgeManagement>

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## What's new?

Click [here](#) for the latest Knowledge Management News and new case studies, and follow the links below to some of the case studies and videos recently added to the site.

**RIP Social Value Fund**  
This [half-yearly report](#) gives you more information

**Customer Assurance Framework: How to exceed our customer standard**

## Events Calendar

[See all](#)

+ Add event



**Balfour Beatty Knowledge Series: HS2 Landscape - Art & Wed, 9 Aug, 14:00**



**MPA Event: Major Projects - The Art of Orienteering Tue, 12 Sep, 12:30**



**Implementation Report for New Standards (IRNS) / The Fri, 27 Oct, 10:00**

[Click here to see more events](#)

## Conversations

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Share thoughts, ideas, or updates 💬

**Kelli...** Jun 28 2 shares • Seen by 74

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## Case studies

This page holds our current case studies, grouped by category. Click on a tile for relevant content, which includes templates, checklists and other tools that can help you think about how you apply the lessons shared here to your project. Case studies are written by project professionals to share their experience - how to approach particular challenges, solve problems, produce better outcomes.

The case studies on these pages capture experiences from individual project teams as they develop their projects. They show how the team took the decisions they did, to help you consider how best to develop your own project. Please remember that every scheme will be different and there will be no one size that fits all. It is important to remember to engage with the appropriate technical advisers to make sure that you are working to current standards and can apply the learning from others' experience appropriately.

[Can't find what you're looking for? Tell us here](#)

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## Customer and Stakeholder

This page hosts case studies, tools and other knowledge content related to Customer and Stakeholder matters.

The case studies here capture experiences of individual project teams as they develop their projects. They can help you see how others made decisions as you consider how best to develop your own project.

### Case Studies

#### Communication Planning

- [A52 Clifton Bridge Repair - Communication Planning](#)
- [Manchester NWQ - Briefing the IPC on key comms messages and checking understanding](#)
- [M54 to M6 Link Road: How to deliver collectively against the CPF 2.2a metric](#)
- [M6 J10 - Communications Best Practice and Lessons Learned](#)

Correspondence, including public and

Work Breakdown Structure categories covered in this section:

- Communication planning
- Correspondence, including public and ministerial
- Equality Impact Assessments
- External communications
- Political stakeholder liaison
- Preferred route announcement
- Public consultation
- Public Information Exhibitions
- Public liaison
- Roadworks customer experience
- Stakeholder liaison, including reference groups

[Have a case study idea? Tell us here](#)

#### Stakeholder Liaison

- [A585 - A Community that Matters](#)
- [A585 Customer Summary Report - Closing Skippool Road](#)

**Please remember that every project and every situation will be different and there will be no one size that fits all.**

It is important to remember to engage with the appropriate technical advisers to make sure that you are working to current standards and that others' ideas will work for your project.

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## Tools, links and guidance

Here you will find guidance and tools to help you capture and share your knowledge, set up and run learning from lessons activity for your project, and links to external resources you may find useful.

Please submit links and resources you find useful via our [Contact Us](#) page.

Try out our [Standard Case Study template](#) to capture your experience for others to learn from, and [email it to us](#)

And we have a discussion board where you can post questions and respond to others. Try it: [Knowledge Discussion Board](#)

The main Project Control Framework products that support capturing and sharing knowledge are detailed below; all PCF products, support and guidance is available [here](#).

- [Lessons Learnt Log](#) maintained throughout the project life cycle
- [End of Stage Report](#), completed at each PCF stage to capture key lessons from the stage
- [Lessons Learnt Report](#), completed at PCF Stage 6 to capture lessons learned through design and construction, and reviewed /

### Knowledge Management Website: How To Guides

The below guides have been produced to help you get the most out of using this website:

- [Knowledge Management How To Guide - Setting up alerts](#)
- [Knowledge Management How To Guide - Submitting content](#)
- [Knowledge Management How To Guide - Using Search on the site](#)

See also [An introduction to Knowledge Management and the site](#) for videos about the Knowledge Management Team and website, providing an overview of what is available and the best ways to find what you are looking for.

### Cost Reduction Toolkit

The [Cost Reduction Toolkit](#) provides guidance on reducing costs in construction, helping you to manage your projects more efficiently.

### External Knowledge resources

-  2012 Olympics
-  APM
-  Building HS2
-  Construction

Filters File type Last modified

 **Low Carbon Concrete - Overview** ⋮  
 MP Knowledge Management  
 Rebecca Mason modified on June 28, 2022  
 Low Carbon Reinforced **Concrete** Feasibility Trial Jonathon Pizzey, Senior Project Manager, RIP MIDS, MP Jonathon shared his experience...

 **Hilti Concrete Sensor Trial** ⋮  
 MP Knowledge Management  
 Rebecca Mason modified on April 27  
 ...– January 23 Cost £148/unit The Hilti **concrete** sensor is a remote sensor that is embedded in the top 150mm of a **concrete** pour, i.e....sensors is to reduce reliance on **concrete** cube...



 **M42 J6 - Low Carbon Reinforced Concrete Feasibility Trial** ⋮  
 MP Knowledge Management  
 Mason, Rebecca modified on February 24, 2022  
 Case Study title: A Low Carbon Reinforced **Concrete** Feasibility Trial Funded Through Innovation Designated Funds (DF) Environmental The...



 **Maturix Concrete Sensor Trial** ⋮  
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 Rebecca Mason modified on April 27  
 ...month Maturix Software and connectivity The Maturix **Concrete** Sensor is a two part system, with a Thermocouple sitting within a **concrete** pour...



 **A428 Black Cat to Caxton Gibbet Rigid Concrete Barrier** ⋮  
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 Rebecca Mason modified on January 13  
 A428 Black Cat to Caxton Gibbet: Rigid **Concrete** Barrier EC-077 - **Concrete** barrier...Use of Rigid **Concrete** Barrier...The proposed A428 will use a rigid **concrete** barrier in the central...



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No	A160 Port of Immingham SGAR 7 - Lessons Learnt Report.doc	Project and Programme M	Innovation and Improvem	Stage	02/12/2019
No	A1 Leeming to Barton SGAR 7 - Lessons Learnt Report.doc	Project and Programme M	Innovation and Improvem	Stage	11/03/2020
No	A21 Tonbridge-Pembury SGAR 7 - Lessons Learnt Report.doc	Project and Programme M	Innovation and Improvem	Stage	02/12/2019
	Manchester Managed Motorways Lessons Learnt Workshop N...	Project and Programme M	Innovation and Improvem	Stage	
No	M1 J39-42 SGAR 7 - Lessons Learnt Report.pdf	Project and Programme M	Innovation and Improvem	Stage	02/12/2019
No	M4 J3-12 Interim SGAR6 PCF Lessons Learnt Report Log - 301...	Project and Programme M	Innovation and Improvem	Stage	
Yes	Running a Lessons Learned workshop.pptx	Project and Programme M	Innovation and Improvem	Stage Stage Stage 0 Stage 7	
No	Action Tracker.xlsx	Project and Programme M	Knowledge Management	Stage 0	
No	Introduction to Sustainability.pptx	Environmental	Environmental Assessmen	Stage 0 Stage 1 Stage 2	Webinar 21/01/2020

All case studies

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No	Introduction to Sustainability.pptx	Environmental	Environmental Assessmen

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Yes	M49 Avonmouth - Balancing Ponds.docx	Environmental	Drainage	Stage 3	Eff
No	A428 Black Cat to Caxton Gibbet Rigid Concrete Barrier.docx	Design	Design for Maintenance	Stage 3	Eff
No	A14 Cambridge to Huntingdon - Pond Liner Redesign.docx	Design	Design for Maintenance	Stage 3	Eff
No	A14 Cambridge to Huntingdon - Reduction of Class 1 fill for wing walls.docx	Design	Buildability Advice	Stage 3	Eff
No	M3 J9 - Challenging design standards to reduce environmental effects.docx	Design	Buildability Advice	Stage 3	Eff
No	A27 Arundel Innovation Workshop menti captures.xlsx	Environmental	Air Quality	Stage 5 Stage 6 Stage 2	
No	A27 Arundel Innovation Workshop slides.pptx	Environmental	Air Quality	Stage 5 Stage 6 Stage 2	
No	M2 J5 - Stage 3 redesign, reducing land costs .docx	Design	Buildability Advice	Stage 3	Eff
No	M2 J10a - Removal of Central Reserve Works.docx	Design	Buildability Advice	Stage 3	Eff
No	Pre-cast Decks for River Great Ouse Viaduct.pdf	Design	Buildability Advice	Stage 3 Stage 4 Stage 5	Eff

# The Future

The RDP knowledge metrics are changing:

- Knowledge requirements will focus on outcomes
- Access to and use of the knowledge site will be key
- New metrics will become new standards for suppliers to sign up to in time

A new end-to-end learning from lessons process is in the pipeline:

- An online Learning from Lessons Log will support the new approach
- Let us help you be ready!



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**How can we work together?**