



Focused Management Inc.

Introduction to Knowledge Management

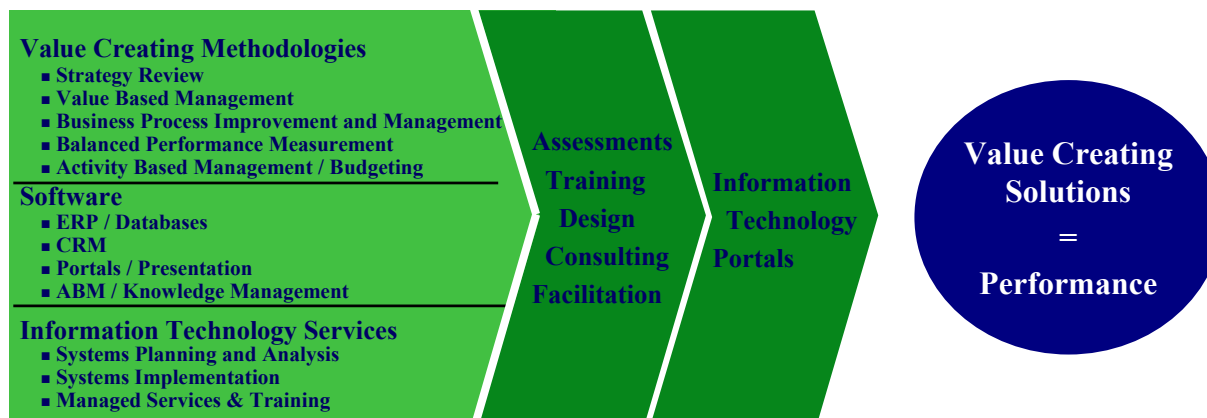
Process Management: Bridging the Knowledge Gap

- Connect those with knowledge to those who need it
- Transfer knowledge from the individual to the organization

Who Are We?

- At Focused Management Inc. we are devoted to creating value for our clients by working with their staff to transfer skills and knowledge through the implementation of highly respected and proven performance management methodologies and software solutions.
- Our market led, technology focus enables us to provide responsive, comprehensive solutions that link strategy with practical results.
- Our seasoned team of professionals will address strategy, operations, risk, and technology issues in designing and facilitating end-to-end solutions that are specific to a client's situation and business needs.
- We have professional staff in North America and affiliates around the world who provide strategic, operations improvement and systems integration consulting to organizations in all segments.

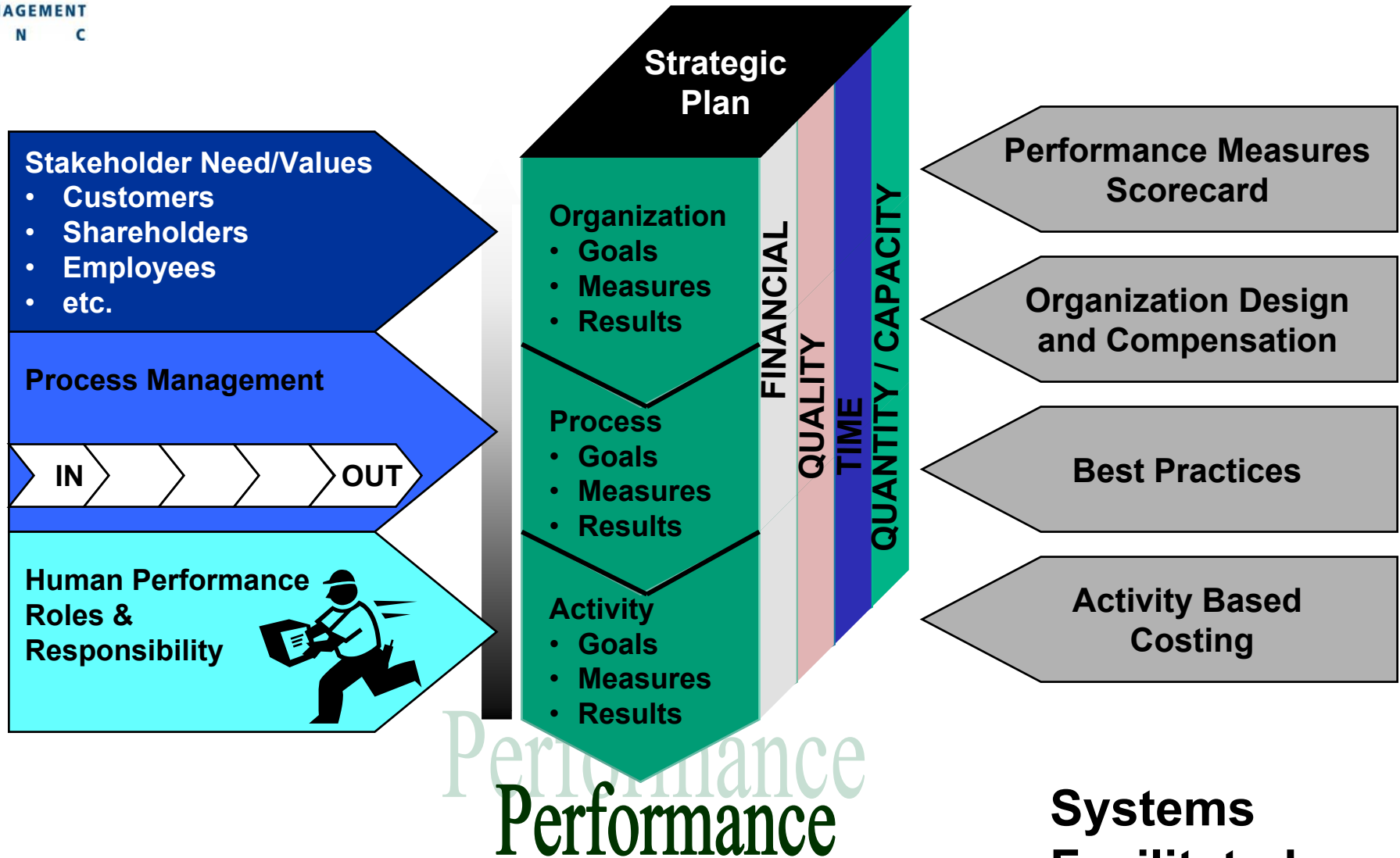
Seasoned professionals, powerful software working with your people to achieve business objectives





FOCUSED
MANAGEMENT
I N C

Value Based Management Framework & Tools



Why Are We Here Today?

Proposition: Knowledge is the source of competitive advantage today.

Problem

Storage and communication of organization knowledge is fragmented, haphazard and downright risky:

- **Policies and procedures are unrepresentative**
- **ERP documentation fails to keep pace with business change**
- **Process maps are static and historical, devoid of information**
- **Job descriptions are uninformative**
- **Most knowledge resides in people's brains and they leave**
- **Not available to people immediately when they need it**

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Proposition: Knowledge is the source of competitive advantage today.

Solution

Focused Management Inc's "living processes" offering is a solution that delivers measurable results. Domain Knowledge Inc's ProCarta technology engine makes processes visible, then connects people with the procedures and knowledge they need to perform effectively – when they need it.

- Process, activities and tasks maintained in a dynamic software model
- ERP stages supported; Development;Implementation;Continuity
- Policies, procedures and training materials are embedded
- Maintenance simplified
- Knowledge moves to the repository from peoples brains and stays there after they leave
- Secure internet publication

What Can ProCarta Help Your Organization Do?

- **Taro Pharmaceuticals Inc.** reduced the time to implement its ERP system from 8 months to 45 days.
- **Hudson's Bay Company** deployed a web based operations system from scratch in 4 weeks.
- **U.S. Marine Corps** reduced the time to develop and deploy 183 war fighting processes by 66%
- **U.S. Navy** reduced the time to develop and deploy its environmental risk management system by 78%
- **Focused Management Inc' living processes powered by ProCarta starts from a process framework – the way your business works**
 - Not curriculum focused
 - Not data focused
 - Not document focused
- **The connection of process, knowledge and learning focused on a task generates results.**
 - Reduced time to performance
 - Institutional memory captured
 - Accessible common reference platform catalyzes continuous improvement

“If you can't describe what you are doing as a process, you don't know what you are doing.”
– *W. Edward Deming*

Where Might This Become Important To You?

- Performance is rewarded – results matter
 - ...and we live in a Knowledge Economy
 - How quickly can you transfer performance and results from one area to another?
- Billions will be spent on recruiting next year
 - Can you capture what your existing people know, while you still have them?
 - What’s your “time to performance” for new hires? What if you slashed that?
- \$66 Billion will be spent on formal workplace training in the U.S. next year (National Center for Educational Statistics, 2000)
 - Are you getting real value for your money, measured at the point of performance?
 - Are your training options consistently relevant to your front line business, and available in real time?
- Generational knowledge transfer looms large
 - Think about your 45-55 age cohort, vs. the tenures of your 25-40 age cohort
 - When your 45-55 cohort starts to retire, what are you replacing that expertise and experience with?

The How: A Proven Firm, Using Proven Tools

Focused Management Inc's Consulting

- **Process Improvement, Retail Credit**
 - Worked with a major Global financial institution to improve productivity by reducing time spent in credit admin. and processing, and improving credit expertise and knowledge.
 - Conservatively estimated, these recommendations comprised at least \$50mm of productivity improvements
- **Process Redesign,**
 - Accounts/Transactions processed per FTE - increase of 40%
 - Increased collection of stated fees and cost recoveries from customers
 - Upon completion, multiple functions in multiple sites had agreed to and reached performance and cost goals
 - Benefits achieved: In excess of US\$60m.

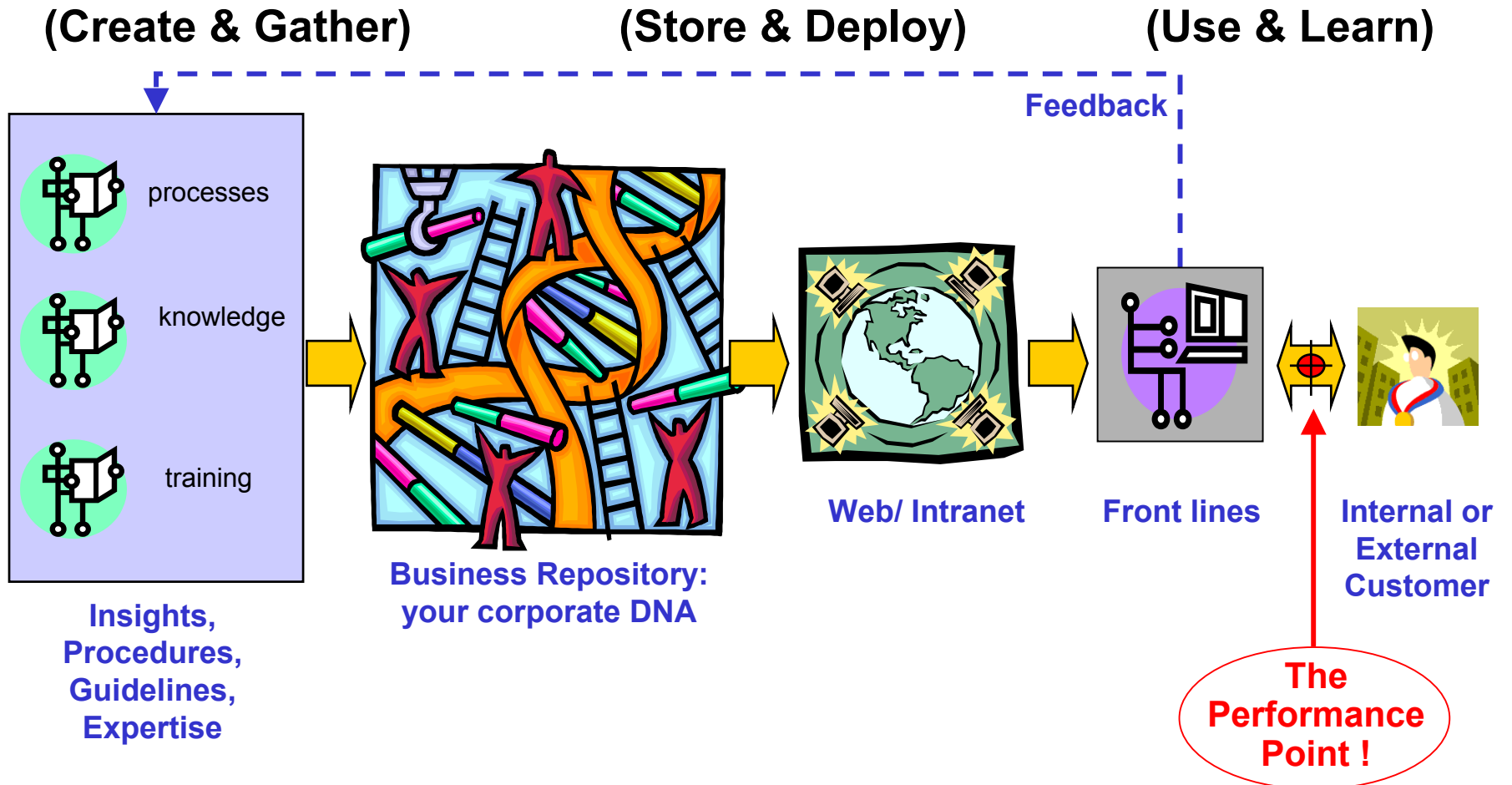
ProCarta

- Hudson's Bay Company (HBC.com)
- Compaq Canada
- Digex
- Citizenship & Immigration Canada
- U.S. Navy
- U.S. Marines

“The advent of Domain Knowledge Inc.’s ProCarta software is being compared in importance to the development of the first electronic spreadsheet package more than two decades ago.”

New Technology Week, October 2000

Result: A Performance Engine



ProCarta Demonstration

Financial Services

- Citibank - NY & Brazil
- Banco Wiese
- Toyota Motor Credit Corp.
- Canada Trust
- Zurich Insurance
- Sun Life Insurance
- TD Bank
- Fidelity Investments

Government Services

- Canadian Navy
- City of Burlington
- City of San Diego
- Region of Halton
- Canadian Coast Guard
- City of Kitchener
- Alberta Environmental Protection

Consumer Products / Distribution

- ESI/Value Rx
- Kellogg's
- Hewlett Packard
- McNeil Consumer Products

Manufacturing

- LOF Pilkington
- Volkswagen Canada
- DuPont
- Procor

Network Services

- CP Rail
- Telus
- AT&T
- MCI WorldCom
- Ontario Hydro
- Rogers Cable

How Focused Management Inc. Adds Value:

- Focused Management Inc's QuickStart Methodology developed jointly with Domain Knowledge, Inc.
 - Builds on both DKI's expertise with ProCarta and Focused Management Inc's excellence in process and activity based management consulting
- Skilled 3rd party facilitation and project management add speed
 - Fresh view of your operations and processes unencumbered by internal constraints allows faster movement and raising of difficult issues
 - Outside consultants add that critical sense of urgency in a way that internal teams don't
 - Focused Management Inc's project management framework focuses on value delivered, risks, managing stakeholders... not just managing tasks

Next Steps:

- **Goal:** explore how we can work together with you to create improvements in your business using ProCarta and Focused Management Inc.
 - Presentation & Visioning Session
 - 4 key constituencies: DKI, Focused Management Inc's, sponsor organization, Selected operational areas
 - Goal: Explain our joint intentions and the benefits of knowledge and process management, agree on operational areas to investigate
 - Follow-on: Interviews and process analysis, high level prototype built
 - Presentation based on analysis and high level prototype sets scope for the detailed roll-out



Thank You

- Contact Paul Sharman

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Check out our web site

www.focusedmanagement.com