



“The baby-boomer generation, which started to turn 60 this year, is far larger than any other current generation, and casts a shadow over the companies it is set to leave behind” according to the Economist’s February 2006 editorial.

What are the implications for skills, knowledge and growth? The scale of this change demands that organisations improve the ways that work and knowledge are managed.

KorteQ helps clients to implement **improved ways of working**, in order to sustain and develop critical know-how. In our experience, there is a strong business case for crafting a knowledge management programme focused on these issues.

Return on investment is typically achieved under 3 main headings:

- * **Graduate Retention and Time-to-Competence for trainees**
- * **Design Productivity and Customer Support effectiveness**
- * **Risk Mitigation concerning potential loss of vital knowledge.**

Success Story

National Grid plc asked us to help them to implement improved working practices for structuring and sharing the critical information that helps them to manage their 30-year programme to replace the UK’s gas network infrastructure.

"We have been very pleased with KorteQ's contribution: their innovative approach has been a real winner for us. Not only did this ensure that vital expertise has been captured and structured for use throughout our business, but it has at the same time increased the skills and capability of our own project staff." <http://www.korteq.com/publications/NationalGridCaseStudyVideoDec05.html>

Jeremy Bending, Director Network Strategy, UK Distribution

KorteQ Offering

Our low-cost suite of proven strategies, systematic methods and open-source tools helps to deliver both rapid payback and to embed improvements for the longer-term. KorteQ draws on experience of more than 300 implementation cases and now offers:

- * **Strategy workshops** to help develop the right approach to the above issues
- * **Training courses** which equip your staff with the key methods and tools
- * **Implementation support** for your knowledge management programmes

in order to provide a solution for those who wish to **“Bridge the Know-How Gap”**.

For further information please contact Paul Adler, CEO on +44 7785 574212

