

# Knowledge Pipeline: A Task Oriented Way to Implement Knowledge Management

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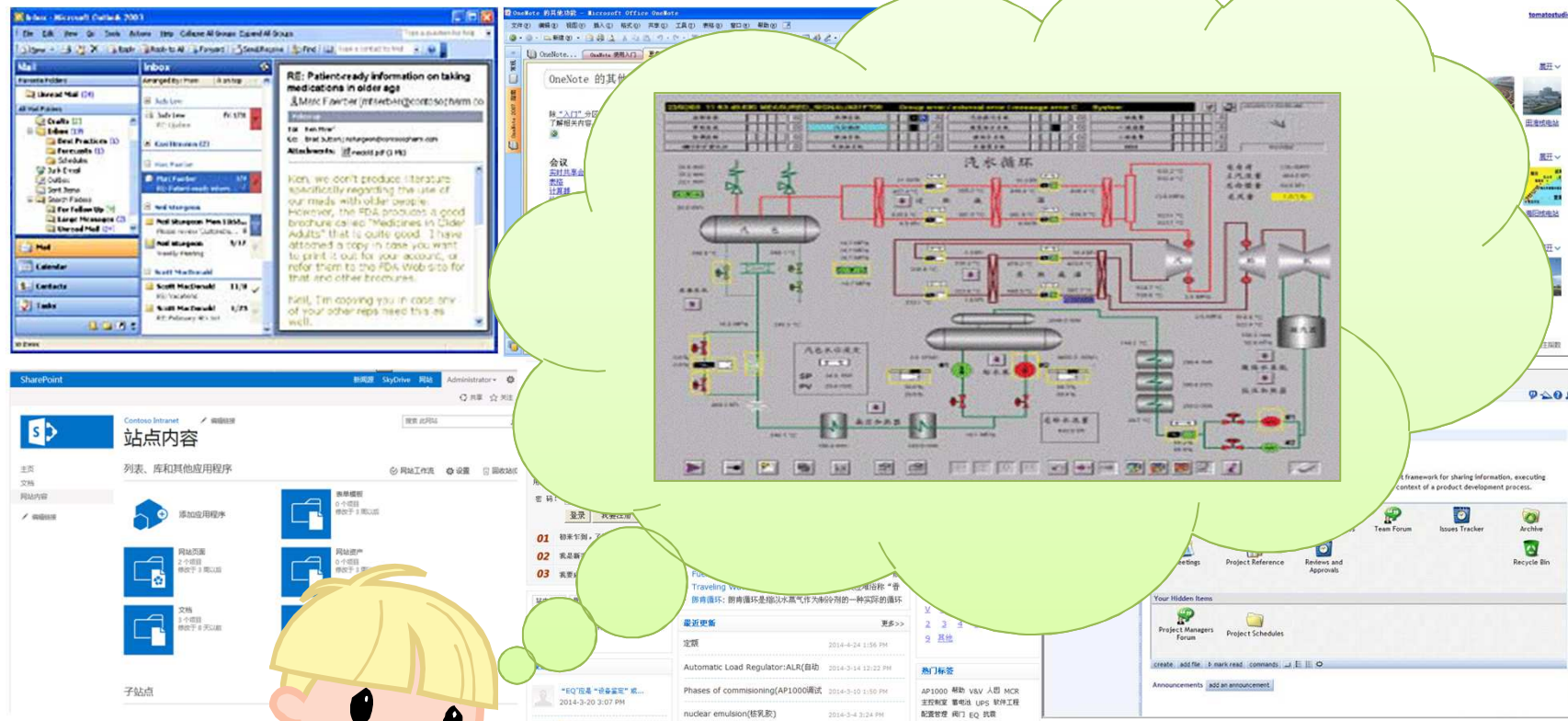


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# Where shall we get knowledge?



I just want to know how to design graphic display for a nuclear power plant.

# Concept of Knowledge Pipeline



There are many pipelines named by tasks or business processes in an organization. Knowledge contributors put knowledge to its corresponding pipelines. A maintenance team could keep the knowledge in pipelines clear and valid. Users could get knowledge just like opening a faucet in terms of their tasks or business processes.



# Infrastructure of Knowledge Pipeline

## Fine-grained knowledge management

- ❖ Knowledge management is not document management

## Linkage among knowledge and business processes

- ❖ Find out relationships or connections

## Automatic pushing service

- ❖ Present the proper knowledge to some one who needs it



## Infrastructure of Knowledge Pipeline (Cont.)

### Personalized service

- ❖ Do not disturb or distract users

### Heritage feature

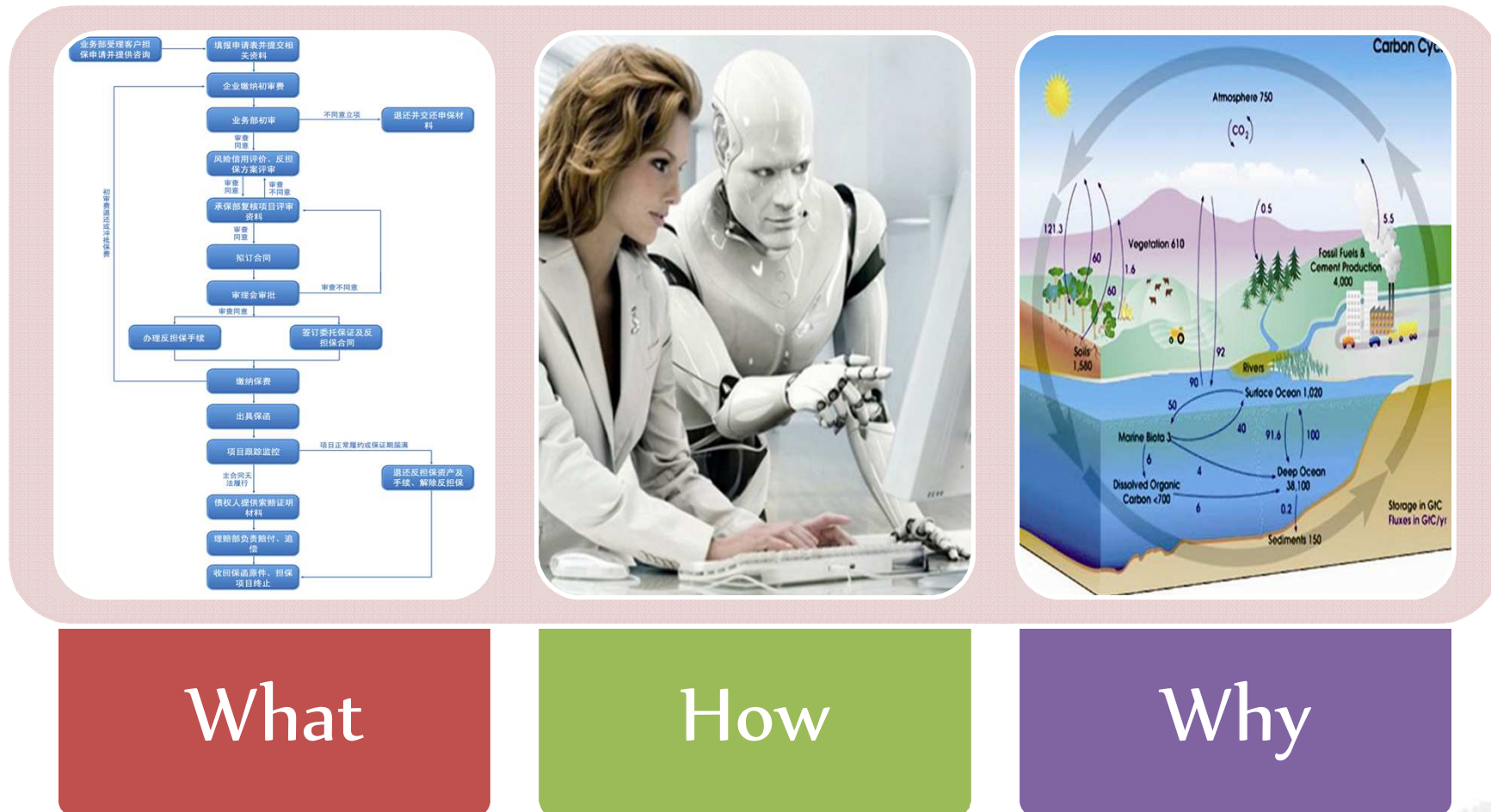
- ❖ Make knowledge consistent in similar pipelines

### Version control

- ❖ Keep knowledge up-to-date and traceable in pipelines

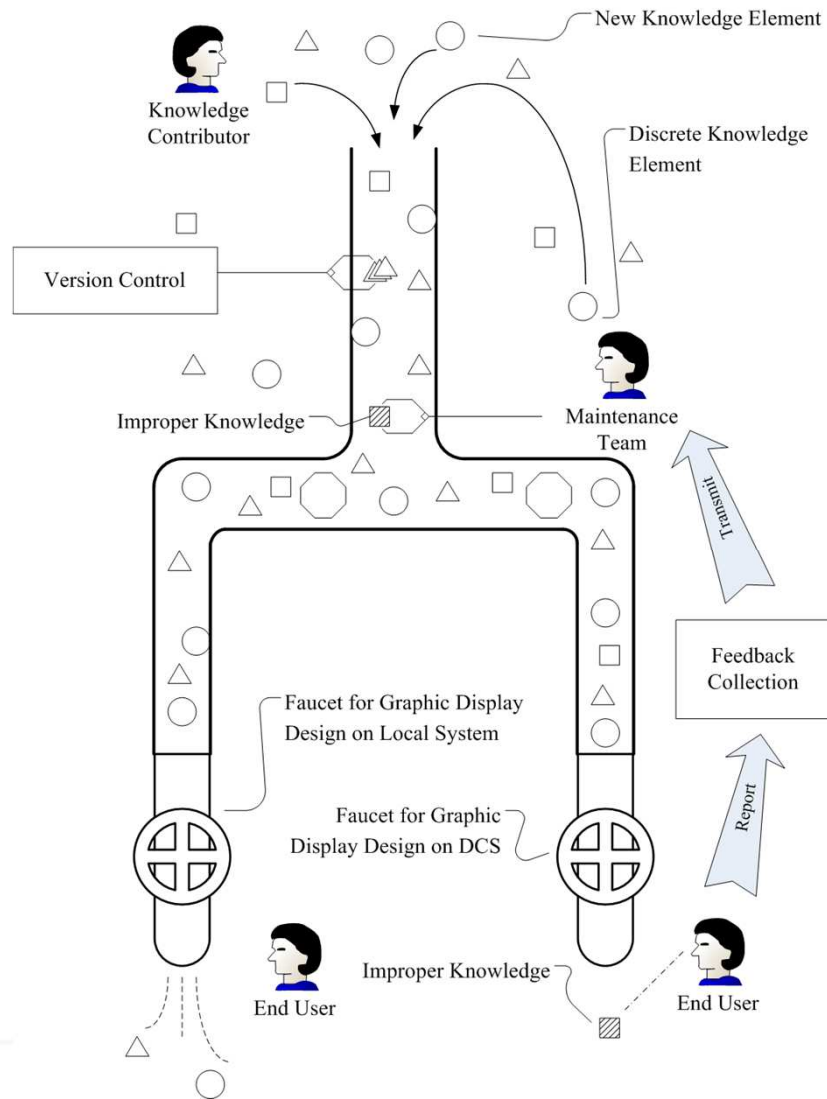


# Contents in Knowledge Pipeline





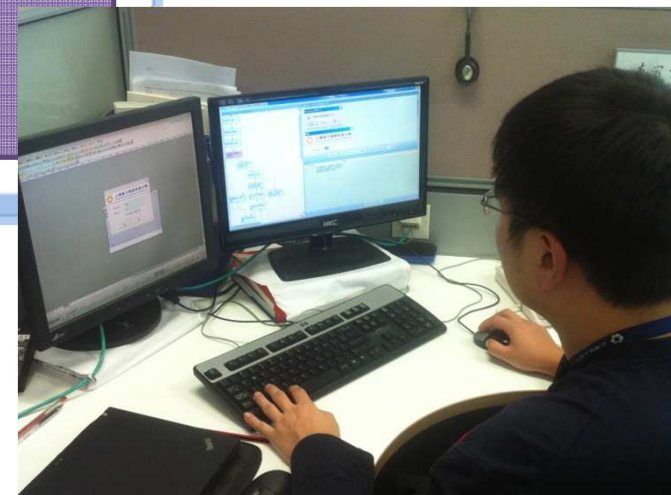
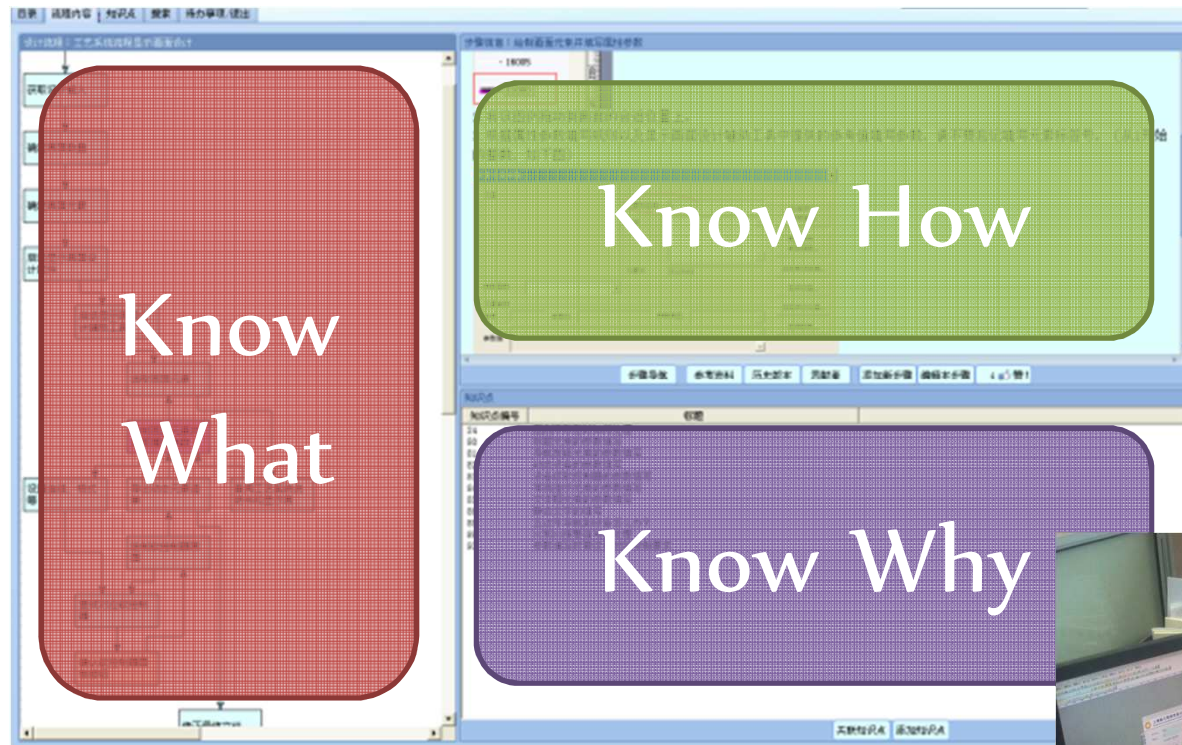
# Illustration of Knowledge Pipeline



- User Roles
  - Knowledge Contributor
  - Maintenance Team
  - End User
- Knowledge process
  - Creation
  - Sharing
  - Finding
  - Learning
  - Validation
  - Maintenance
  - Disposal
  - [Combination]
  - [Transformation]



# A Demo of Knowledge Pipeline





## Conclusion

	Subject 1	Subject 2	Subject 3	Conventional Method Average (7 Samples)
Working experiences	5 years	2 years	6 months	3 years (0-7 years)
Pre-job training time	20 Minutes			3 Hours
Self-learning & practicing time	4 Hours	2 Hours	3 Hours	20 Hours
Working time	4 Hours	5.5 Hours	9 Hours	4 Hours
Completion	91%	100%	83%	83%
Accuracy (Based on completion)	71%	75%	80%	75%

According to the statistic, the pre-job training time was decreased by about 88%, while self-learning and practicing time was decreased by 85% in comparison with those colleagues who finished the same work by means of conventional face-to-face training.





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THANK YOU  
THE END