

Quality Procedure

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Purpose

The procedure is established to ensure organizational knowledge in Pustaka Negeri Sarawak (Pustaka) is effectively identified, captured and shared to enhance staff competencies and organisation performance; and to prevent loss of knowledge due to retirement or staff turnover.

Scope

The procedure is applicable to every functions, processes and staff in Pustaka.

Process Details

1.0 Identification of Knowledge

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- 1.1 Before the end of every year, the Head of the Web Applications and Knowledge Management Division shall arrange a workshop for the identification of knowledge to be captured and shared with the relevant target groups or staff.
- 1.2 Once the workshop has been arranged, the Head of the Web Applications and Knowledge Management Division shall via e-mail notify the respective head of sectors (HOS), heads of divisions (HOD) and other designated officers to attend the workshop at 5 working days before the planned date.
- 1.3 After being notified, the respective head of sectors (HOS), heads of divisions (HOD) and other designated officers shall attend the workshop to identify knowledge to be shared with the relevant target groups or staff based on internal and external sources of knowledge.
- 1.4 Once the knowledge has been identified, the HOS, HOD and other designated officers shall record it in the Knowledge Inventory by specifying the following components:
 - a) Knowledge domains;
 - b) Knowledge assets;
 - c) Sources of the knowledge;
 - d) Types of the knowledge; and
 - e) Methods of capture.

2.0 Capture of New Knowledge

- 2.1 Based on the Knowledge Inventory, the HOS, HOD and other designated officers shall capture new knowledge via the followings:
 - 2.1.1 Documenting it in the knowledge base called PustakaPedia, if the knowledge is explicit.
 - 2.1.2 Converting it into explicit knowledge and documenting it in the knowledge base called PustakaPedia or arrange for a mentor-mentee based training and coaching, if the knowledge is tacit.

3.0 Update of Existing Knowledge

- 3.1 Based on new experiences gained and lessons learnt, the HOS, HOD and other designated officers shall regularly update the relevant knowledge in PustakaPedia.
 - 3.1.1 The HOS, HOD and other designated officers shall log in to PustakaPedia using their usernames and passwords.
 - 3.1.2 Once logged in, search for the relevant articles to be updated using the search menu.
 - 3.1.3 Once the relevant articles are found, start updating the relevant sections of the articles.
 - 3.1.4 Preview the updated articles to check for typos or any other mistakes. If there are typos or mistakes, correct them accordingly and repeat the previous steps.
 - 3.1.5 Save the updates to officially publish them.
 - 3.1.6 Search for the next articles to be updated, if any.
 - 3.1.7 Log out of PustakaPedia when done.

4.0 Monitoring of Knowledge Capture and Update

- 4.1 At the end of every month, the Head of the Innovation and Sustainability Division or other designated officer shall log in to the knowledge base to check on the progress of new postings and updates of knowledge.
 - 4.1.1 If there is no new posting or update, the Head of the Innovation and Sustainability Division or other designated officer shall immediately remind the HOS, HOD and other designated officers via e-mail to take the necessary actions.
- 4.2 Once the checking of new postings and updates for every quarter of the year is completed, the Head

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of the Innovation and Sustainability Division or other designated officer shall complete the Innovation and Sustainability Division Quality Objectives Monitoring Table within 2 working days.

5.0 Control of Documented Information

- 5.1 After the establishment or update of the Knowledge Inventory, the Head of the Web Applications and Knowledge Management Division or other designated officer shall immediately submit it in softcopy to the Document Controller to be uploaded into Pustaka ISO Online (PISO).
- 5.1.1 The Knowledge Inventory shall be categorised as “Open” document and can be accessed by every staff.
- 5.1.2 The Knowledge Inventory shall be kept for a minimum of 1 year after the last update.
- 5.2 When the Knowledge Inventory has passed its retention period, the Document Controller shall within 10 working days and through e-mail seek the permission of the Head of the Innovation and Sustainability Division to dispose it.
- 5.3 Upon completion of the Web Applications and Knowledge Management Division Quality Objectives Monitoring Table, the Head of the Web Applications and Knowledge Management Division or other designated shall keep it in the Web Applications and Knowledge Management Division ISO9001:2015 file and keep the file at the Web Applications and Knowledge Management Division work area.
- 5.3.1 The Web Applications and Knowledge Management Division ISO9001:2015 file shall be categorised as “Open” document and can be accessed by every staff.
- 5.3.2 The Web Applications and Knowledge Management Division ISO9001:2015 file shall be kept for a minimum of 5 years.
- 5.3 When the Web Applications and Knowledge Management Division ISO9001:2015 file has passed its retention period, the Head of the Web Applications and Knowledge Management Division or other designated officer shall seek the advice of the Departmental Record Officer for the disposal of the file.

Annexes

Nil.