



water & sanitation

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KM Champions Urged to Make a Difference

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Recently, all the department's knowledge management champions from respective regions gathered at the East London ICC for a 2 day session to discuss progress in so far as the implementation of knowledge management is concerned. Amongst the issues that were discussed was training of knowledge management champions, commitment of management and challenges with the implementation of knowledge management.

The different regions presented their Quarter 1 reports for knowledge management and were commended for their performance. Some of the critical factors to ensure success of the KM strategy discussed included stakeholder engagement and buy-in, knowledge management implementation plan with targets, and the communication and marketing plan.

"Champions of knowledge management must dedicate time towards helping to enhance the KM strategy. Let's continue to be visible, show commitment and make a difference," remarked Mrs Segole.

We also toured the Mzonyana Water Treatment Works in Scenery Park to learn more about the water business and the purification process.