

Testimonials



Dynamic Knowledge Solutions have been engaged by my Law Firm to help drive us toward Business Excellence.

They have provided invaluable assistance and expertise with formulating our business policies and process flowcharts, as well as our professional Practice Protocols.

They have worked on a huge amount of loose ends and raw data provided by us and the presented us with material that has great content and a really good look for the internal use of our staff.

What we have now are user friendly, systems based materials which help our staff work better by eliminating variability and providing them with guidance as how best to perform their work. Nothing has been too much trouble for them. Their input will help shape us into a strongly systems driven business in the future.

I have been extremely pleased about all our aspects of our business relationship with DKS and commend them highly to other businesses and organisations who want practical systems help to attain excellence in their operation.

David Sharrock (Sharrock Pitman Legal)



As a brand new school we were faced with some unique challenges! Dynamic Knowledge Solutions has supported us with the enormous task of creating worthwhile, authentic and user-friendly School Policies, Processes & Supporting Documents that people actually read and follow!

These have been documented in a School Memory that is accessible by all via our school's intranet. Our work, in conjunction with DKS is now effectively being used to support all staff in their everyday duties whilst reducing the amount of 'rework'.

Our documented Processes are ensuring that we fulfill our responsibilities comprehensively and consistently with clearly defined boundaries of who is responsible for what!

Amanda Ellaby (School Improvement)

Our mission is to assist you and your people to ...

- ❑ Improve outcomes for all stakeholders by creating an accurate, up-to-date, easy to use documentation system that allows your staff to focus their time and skills on the people you serve
- ❑ Capture or create your Enterprise Memory
- ❑ Organise it using Information Mapping® and Mind Mapping methodologies
- ❑ Document it in a standardised format
- ❑ Make it available to all users via your Intranet, and continuously improve it
- ❑ Identify and minimise the variability in your processes by using statistical thinking and data

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Dynamic Knowledge Solutions



Helping you put the pieces together to see the whole picture

Build your capability to :

- Work "ON" your Enterprise
- Improve Well-Being
- Capture Enterprise Memory
- Minimise Process Variability
- Become a Learning Organisation

www.dksolutions.com.au

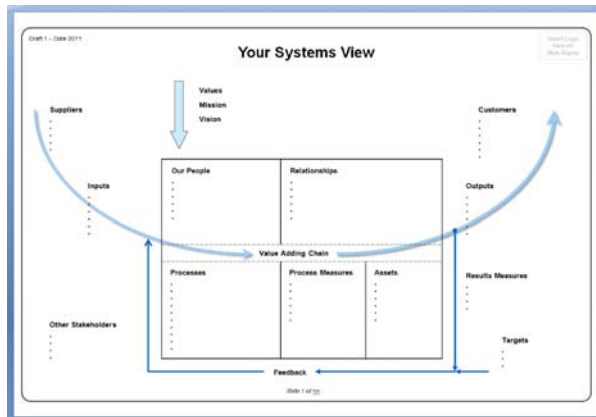
The Five Element Model for Enterprise Excellence

1. Understand and Live the Principles of Business Excellence
2. Commit to Understanding and Improving the Whole System
3. Self-Assess the Current State
4. Improve using PDSA Improvement Process and Tools
5. Implement the Improvements and Capture the Memory

Dynamic Knowledge Solutions specialises in "Capturing the Memory"

Enterprise Memory contains :

- Systems Views (interconnectedness)
- Processes (who, how, when, risk management)
- Policies (what is to be done)
- Supporting Documents and Templates



Building your Enterprise Documentation System

Where Do We Start ?

Begin with the end in mind !!

Capture the Knowledge

Where are all the pieces ?

Organise the Knowledge

How do the pieces fit together ?

Standardisation

How do we make them consistent ?

Draft and Check

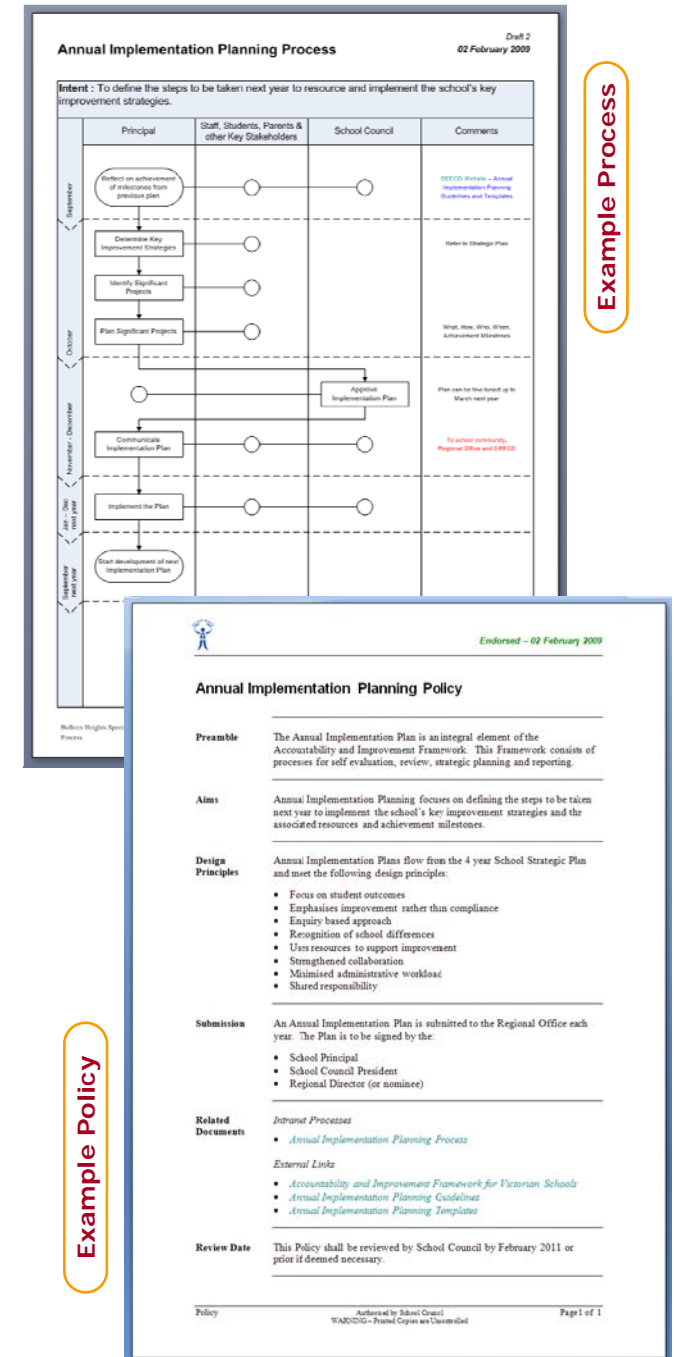
Is everything correct ?

Publish for Use

Make the knowledge available !!

Continuously Improve

How do we manage change ?



Example Process

Example Policy