MANAGING TACIT KNOWLEDGE IN THE INFORMATION/DATA SECTOR
Including maintenance management case examples

WORKSHOP BACKGROUND
Tacit knowledge and knowhow is inherently difficult to manage, it is derived from experience and can be hard to explain or to write down. As a result it is not as easily available to organisations when the person is absent. It is often lost to an organisation when an experienced person retires or leaves. This is true of many functional areas in the Pharmaceutical sector including maintenance management and IT. The challenge for organisations then is to capture and leverage that knowledge for competitive advantage.

Participants in this training workshop are free but limited and on a first come first served basis. Attendees need to reserve in advance by email to skillnet@futureinfood.ie or click the button below and fill out the form no later than 19th of February.

LEARNING OUTCOMES
Having successfully completed the workshop the participant will be able to:

- Articulate the concept of tacit knowledge and its importance in pharmaceutical manufacturing and maintenance management settings
- Identify and evaluate the drivers of and barriers to knowledge sharing, seeking, capture and access within their organization
- Propose interventions for their organisation to improve its tacit knowledge readiness

AGENDA
- What is tacit knowledge?
- Knowledge sharing, seeking, capture and access
- Measuring tacit knowledge readiness
- Case Study: Reducing mean time to repair in a manufacturing setting
- Drivers of and barriers to tacit knowledge sharing, seeking, capture and access
- Organisation interventions to improve performance

Workshop delivered in conjunction with the Knowledge Insights Inventory at the University of Limerick.
**GUEST SPEAKERS & RUNNING ORDER**

9.00AM **WELCOME & INTRODUCTION**

9.10AM **CONOR MOLLOY // EVENT CHAIRMAN**

9.20AM **CHRIS KEOGH // EIR (EIRC) – HEAD OF CLIENT SERVICES**

9.45AM **JOHN RYAN // ZINOPY – CEO**

10.10AM **GARRY CONNOLLY // HOST IN IRELAND – CEO**

10.35AM **BRUCE HOPKINS // VODAFONE – TECHNICAL SECURITY MANAGER**

11.00AM **REFRESHMENT BREAK // Q&A SESSION**

11.40AM **MICHAEL BROPHY // CERTIFICATION – EUROPE – CEO**

12.05PM **CLAIRE STAUNTON // CIRCULATOR – OPERATIONS MANAGER**

12.30PM **KARL COFFEY // AN POST – CHIEF ENTERPRISE ARCHITECT**

1.00PM **LUNCH // Q&A SESSION**

2.10PM **MARK ADAIR // MASON HAYES CURRAN – SENIOR ASSOCIATE**

2.35PM **VINCENT DUFFY // REVENUE COMMISSIONERS – PRINCIPAL OFFICER & CTO**

3.00PM **ROHAN SINGLA & ANDREW HARBISON // GRANT THORTON**

3.25PM **RONAN NICHOLSON // IRISH CREDIT BUREAU – NETWORKS MANAGER**

4.20PM **CHAIRMAN SUMMARY & EVENT CLOSE**