

Running our high-turnover organisation

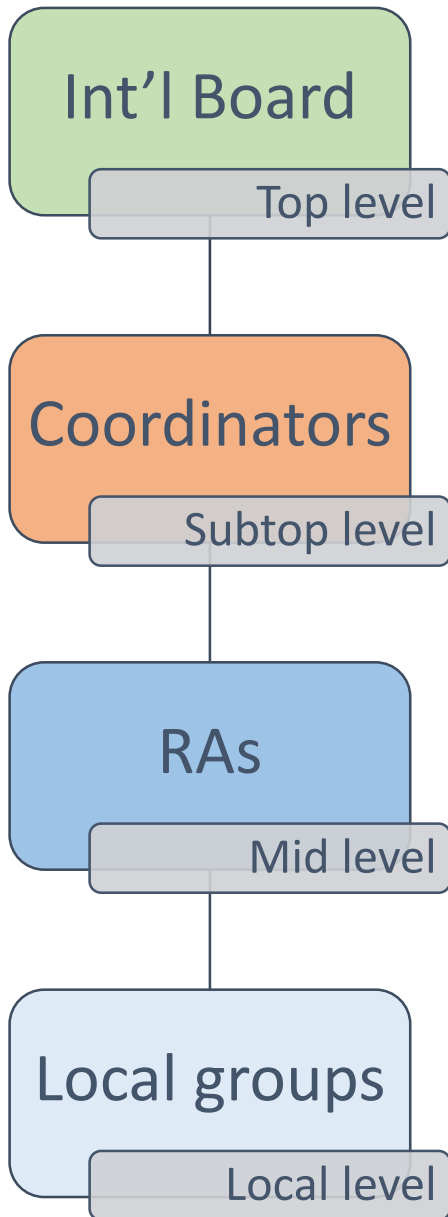
A case study - Knowledge Management project

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BEST Member 2009 - 2014

Vice-President for Local Group Support 2012 - 2013





Introduction

Fast change of management!
Each year **1st July**: change

How do we cope with this?

Board of European Students of Technology

International non-profit association

For **technology** students by **technology** students.

95 Universities in Europe -- 1.7 million students reached
3200 members

1 International Board of 6 people

Unpaid, full-time dedicated (~60-70h a week)

Differences with other organisations

- I. Culture of 12-14h working days during events
- II. We tend to do things ourselves (eg. coding)



Alumni Tools

Member Info [Advanced](#)

- Please update your [Alumni profile](#)
- Check out the [Alumni mailing-lists](#)
- The [Map of Alumni](#)
- Check the [AlumniNet](#) pages to learn more about the development of the Alumni Network

More ideas? [Drop us a line](#)

My Links

- | | |
|--|--|
| <ul style="list-style-type: none"> • Nursing HB • Helpdesk Wiki • LBG Admin • Finger Rules • Link to proposal • RA Archive | <ul style="list-style-type: none"> • TiGro Library • To Read - membership • To Read - membership • To Read - Nursing • Public Handbooks RAs |
|--|--|
- [Add](#) | [Edit](#)

External Events

Upcoming deadlines:

Alumni Internal Events

There are no current or upcoming internal events for Alumni. Contact the board if you wish to organise one!

Check all the internal BEST events.

Alumni Local Events

There are no current or upcoming local events for Alumni.

Training Statistics

Last 3 months statistics in BEST:
Hours: 1451, **Topics:** 29, **Events:** 142

Most hours delivered :	Most mails on TH :
<ul style="list-style-type: none"> • Fergus Incononato (70) • Alya Khayrullina (68) • Kristof Andrzej Baran (63) 	<ul style="list-style-type: none"> • Fergus Incononato (15) • Cathleen Heimberg (11) • Herve Tunga (8)

Training docs: Latest Training documents

- Communication Training - PM Gdansk 2014 - Non-violent communication
- Communication and Feedback - South/East Meeting Instabul Yildiz

Alumni Tips

Did you ever hear about ABC? Alumni Business Camp?

Alumni BEST News

To **announce** Alumni get-together meetings or **share news** with Alumni, [click here!](#)

There is no current news to display at this moment.

[XML](#) | [More news](#) | [Submit news](#)

Document Archives

- 5 (or 25) latest Official documents
- 33-P-GD-PRO-001 Proposal to prolong the Baby Membership status of LBG Podgorica
 - 33-P-GD-FIN-001 Proposal to remove inconsistencies regarding the discharge of the Executive Board
 - 33-P-GD-IRE-998 Financial Rule Package
 - 33-P-GD-IRE-999 Internal Regulations
 - 33-P-GD-BRD-500 Semi Annual Action Report of the XXVII Board

Problem statement

We are students

Volunteers (uncertain level of involvement, dedication ...)

! “Lifetime” of a member = 3 years av. – max 5 years

1 year to learn the job and become good at it
+ execute at the same time & prepare successor
Valid for each level of the organisation.

Problem statement

- ✓ Internal working platform
 - incl. wiki & document repository
- ✓ Making reports culture. (so so working)
- ✓ Training system: for all levels of involvement
- ✓ Intense preparation programme for new board.

BUT...

Knowledge is lost too often...

Many times especially the critical knowledge!

The solution

The magic words in industry since ~90s

“Knowledge Management”

BEST is INPA by technology students

- ✗ We don't have professional experience (yet)
- ✗ Can't afford expensive consultants.
- ✓ We are students: we know how to study

➔ Decision to research the topic and come up with a solution tailored to our organisation.

The execution

July 2012: Decision for the topic

October – November '12: research phase I

Setbacks: other priorities (General Assembly)

December-January '13: research phase II

February: preparations at live-event

March 2013: **Knowledge Management Workshop**

= **5 days, 16 people**, discussing problems, creative process to find solution, defining **24 projects**

March 2013 – present: implementation of the 24 projects

The outcomes – an example

3 people gained in depth knowledge on this topic

What about the other 2984? And plenty after them?

- How to ensure long term results?
- How to enable local groups to benefit from effort?

“Generic local knowledge management system”

The outcomes – an example

Step 1

- ❑ Collecting acquired knowledge before people leave
- ❑ Make it available for future generations

(internal) Training

March 2013 - First version ready

April 2013 - First delivery

August 2013 - Second delivery + second version

April 2014 - Final version

The outcomes – an example

Step 2

- Testing new training
- Setting up generic system

Test group: BEST Ghent

- | | |
|--------------|-----------------------------------|
| October 2013 | - Receiving training |
| Oct - Feb | - Discussion about implementation |
| March 2014 | - Implementation finished |

Now: Implementing on large scale with limited resources



Lessons learned



Believe in your potential

Try out – it can't get worse, can it?

Know your limits

Present day: 3-4 projects are implemented...

Will it ever be done? Who knows?

We are still the same organisation with the same limits.

We have improved our situation – Victory ? 😊

