



Municipality of San Vicente
Quality Management System
 Organizational Knowledge Matrix

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The LGU of San Vicente ensures that the knowledge necessary for the operation of its processes and to achieve conformity in the delivery of its products and services are determined, maintained, and be made available to all members of the LGU. Moreover, mechanisms to acquire these knowledge requirements are determined to keep the LGU abreast with the changing needs of its constituents and to local and international trends.

This Organizational Knowledge Matrix provides information on the LGU's knowledge requirements, as well as, how these are acquired, stored, accessed, and shared within the LGU. Documented Information to be maintained and retained are likewise presented to provide evidence that such activities are being undertaken.

Knowledge Required	Source and Method of Acquisition	Method of Storage, Access, and Sharing	Documented Information
Technical Knowledge (i.e., knowledge specific to each office/unit)	Attendance to trainings, workshops, seminars	<ul style="list-style-type: none"> Conduct of re-echo sessions, Trainer's Training, or Mass training 	<ul style="list-style-type: none"> Minutes of meeting Attendance sheets
	Work Experience	<ul style="list-style-type: none"> Conduct of mentoring and coaching 	<ul style="list-style-type: none"> Employee's Curriculum Vitae
	Documented manuals, procedures, guidelines, policies	<ul style="list-style-type: none"> Records Office 	<ul style="list-style-type: none"> Distribution records
	Local and international standards	<ul style="list-style-type: none"> Conduct of orientation or awareness sessions Mentoring and coaching 	<ul style="list-style-type: none"> Copies of the standards and other policy issuances Minutes of meeting
Lessons learned (from implementation of processes)	Experience	<ul style="list-style-type: none"> Mentoring, Coaching, Word of Mouth 	<ul style="list-style-type: none">
Interviews made with an expert	External experts (scientists, sociologists, health experts, etc.), senior skilled managers/ supervisors	<ul style="list-style-type: none"> Taking notes during interviews, interview transcripts 	<ul style="list-style-type: none"> Compiled notes and transcripts



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Knowledge Required	Source and Method of Acquisition	Method of Storage, Access, and Sharing	Documented Information
Knowledge from conferences/seminars/training courses	Instructor/Resource Speaker authorized or engaged in the activity	<ul style="list-style-type: none">• Sharing of lecture notes, training materials or handouts• Conduct of Re-echo sessions	<ul style="list-style-type: none">• Training certificates• Action Plans• After Activity Report
Knowledge from customers/clients	Work experience	<ul style="list-style-type: none">• Conduct of sharing sessions, mentoring, coaching• Administration of customer feedback	<ul style="list-style-type: none">• Customer feedback results
Knowledge from other stakeholders (e.g., oversight agencies, industry partners, NGOs and CSOs, etc.)	Conference, symposia, colloquia, consultation meetings organized by the LGU	<ul style="list-style-type: none">• Documentation of proceedings• Conduct of meetings	<ul style="list-style-type: none">• Minutes of meeting, proceedings, photo documentation, activity report