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Maintaining the Corporate Memory

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Jack Chosnek
KnowledgeOne

- Consultant in Process Safety Management and Knowledge Management
- Over 33 years of experience in the petrochemical industry (20 in PSM)
- Worked for Celanese in PSM, Technology Management, Process Engineering, Operations, Projects and R&D
- BS and MS from Technion—Israel Institute of Technology, and PhD from Univ. of Missouri-Rolla, all in Chemical Engineering.
- Registered professional engineer in Texas
- PPSS Chair (2008); session chair (2003-7, 2009-10)
Is maintaining knowledge important for PSM?
What is the Corporate Memory?
Memory Loss

- Drift
- Personnel turnover
- Management driven change
Agenda

- What is knowledge?
- Knowledge Structure
- Workflow for Knowledge Capture
“Facts are cheap, information is plentiful – knowledge is precious”

Chinese cookie
Organizing Knowledge

- Knowledge Repository (CMS)
- Taxonomy (structure)
Organizing a Company’s Knowledge

- Every person, group has own work space
Workflow

- Documentation
- Peer Review
- Indexing and Keywording
- Publishing

“…the devil is in the details…”
Documentation

- No Documentation = No Knowledge
- Create Template
Peer Review

- Include reviewer name in document
- No review = faulty memory
Keywording

- Critical for efficient finding of documents
- Pre-determine keywords
- Make it part of document template
Publishing

- It is the easy part
- Should have a focal point for this step
- Ensures document security
Benefits

- Increased safety – less errors
- Increased efficiency – fast finding, no reinventing of the wheel
- Regulatory compliance and certification
- Greatly decrease storage, both paper and electronic
Simplified Plant Organization

Petrochemical Plant

- Operations
  - Process Alpha
  - Process Beta

- Technical
  - Process Engr.
  - Mechanical Integrity
  - Project Engr.

- EHS
  - Environmental
  - Health and Safety
  - Process Safety

- HR
  - Training
  - Others…