

Knowledge Management The Key Enabler for Business Success

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East Asia R&D Leader

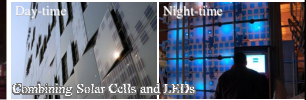
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About Arup



Xieyu Entertainment Complex, Beijing, China

- Established in 1946
- Today over 10,000 people
- Operating in more than 90 offices in 35 countries
- HK office incorporated in 1978 having about 1,600 staff
- Totally 2,400 staff in East Asia



Combining Solar Cells and LEDs

2 Introduction to Arup

ARUP

We are a global firm of **engineers, designers, planners and business consultants** providing total design, planning, engineering and business solutions.



Founder -
Sir Ove Arup



We shape a better world

3 Introduction to Arup

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Stonecutters Bridge



Canton Tower

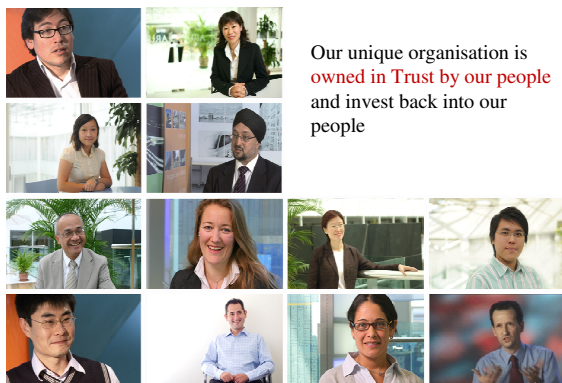
Hundreds of landmark structures and remarkable consultancy projects **starting from preliminary design to construction management**



Lau Fau Shan Development Planning

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Our unique organisation is **owned in Trust by our people** and invest back into our people

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Knowledge Management Enables our Business Success



- Providing Innovative Design and Solutions
- Delivering Multi-disciplinary Skills in Projects
- Introducing New Industrial Standards

6 Knowledge drives business success

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Arup and Knowledge Management

Awards

- 2011 Asian (Most Admired Knowledge Enterprise) MAKE Award Winner
- 2011 Hong Kong MAKE Award Top Winner
- 2010 Managing Partners Forum Management of Knowledge Award Winner



Consultancy Services

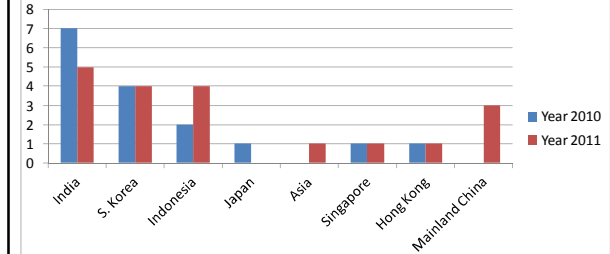
- e.g. MTRC



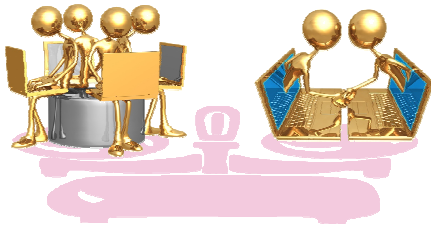
Asian MAKE Award



No. of winning companies



- Balance between IT and human collaboration



Arup Knowledge Management Framework

Arup Intranet

Arup Portal

Navigation: Ovanet, People, Projects, Insight, Networks, Essentials

Search Box

Knowledge Brands Link

Forum Threads

External News Stories

World Clock

Corporate News

Notice Board

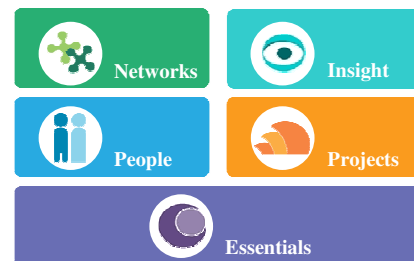
Customised Feeds

Links to office tools, e.g. finance systems

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Knowledge Brands



Arup People

Photo
Contact Details
Expertise
CV
Community joined
Expertise Matrix

KM Framework

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Arup Projects

Project Details
Link to Image Base
Lessons Learnt
Published Documents & News Article

KM Framework

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Insight

Best practice guidance
verified and approved by
Experts

KM Framework

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Networks

Platform for colleagues sharing knowledge and experience

- Business
- Social
- Skills

More than 50 Skills Networks:

- Acoustics
- Bridge
- Electrical
- Energy
- Facade
- Fire
- Geotechnics
- GIS
- Logistics
- Rail
- Site Support
- Sustainability
- Structural
- Tunnels
- Venue Consulting
- Virtual Design
- Water

KM Framework

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Networks

- Group of people with similar background & interest
- Leaders are appointed for skills dissemination

KM Framework

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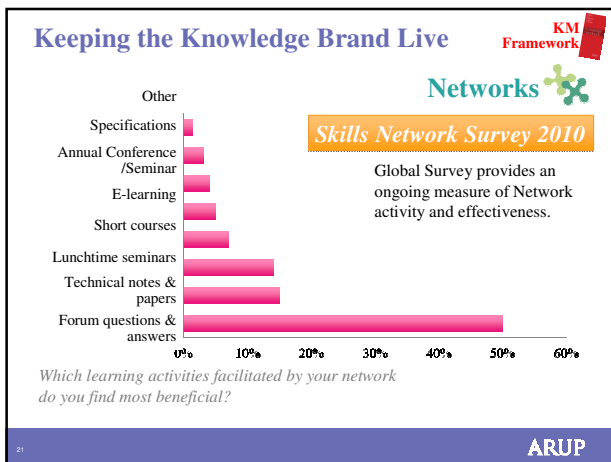
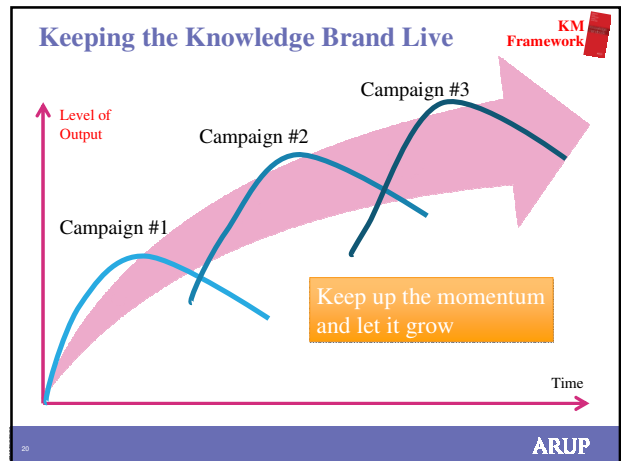
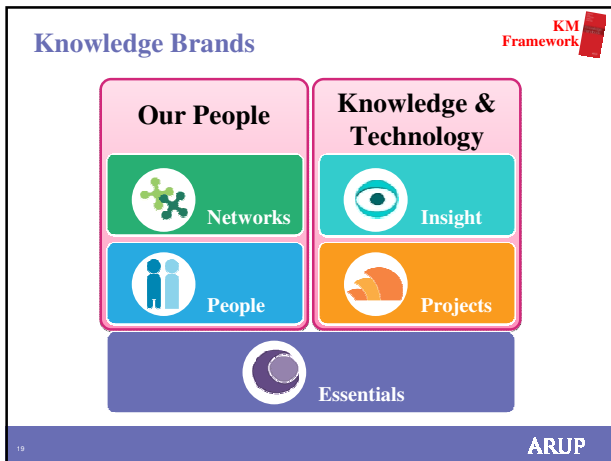
Networks

Forum allows instant response from offices around the world

- Seek opinion
- Ask for project experience
- Share industrial news

KM Framework

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How useful do you find the Forum?

Global Engagement Survey at Arup
Completed by 20% of the firm

Skills Network Survey 2010

	2006	2008	2010
I always read the Forum and regularly contribute	17%	17%	17%
I regularly read the Forum but seldom contribute	49%	49%	52%
I occasionally read the Forum but do not contribute	20%	23%	24%
I do not use the Forum	14%	11%	7%

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Keeping the Knowledge Brand Live

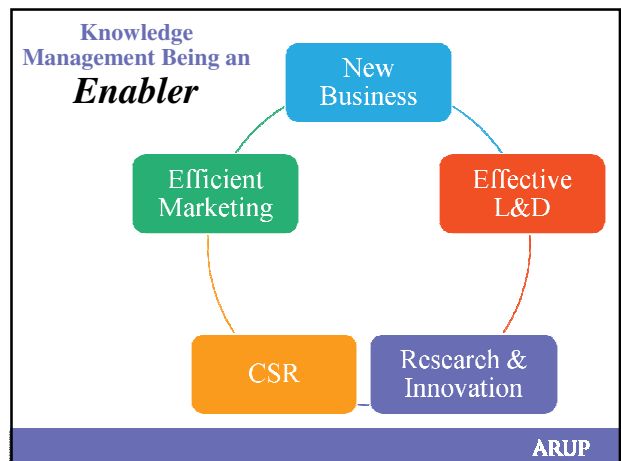
Arup People

Campaign to boost up the updating rate of **Arup People** during Chinese New Year

Campaign decoration around the office

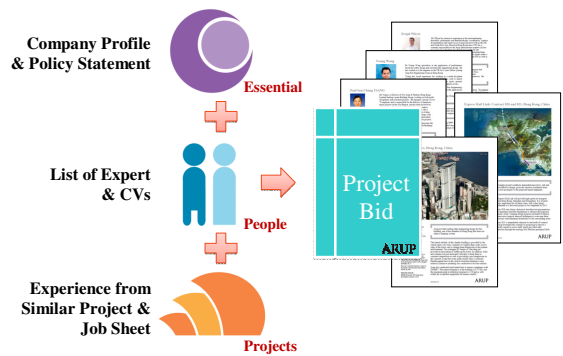
Winner of the Campaign receiving her iPad.

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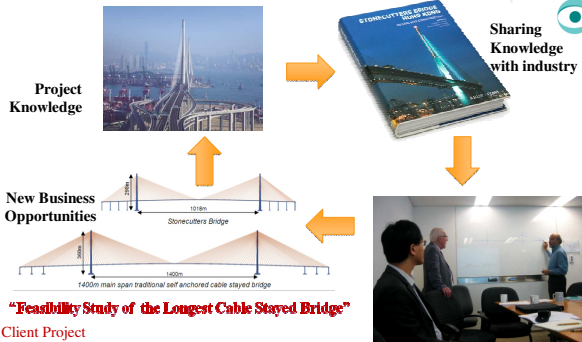


KM Being an Enabler for 1. New Business

Bidding Projects



Winning Projects from Sharing Knowledge with External Partners and Clients



Oasys - Arup owned Software Company

- Commercialized Arup self-developed software
- Some developed from design tools shared in different Skills Networks

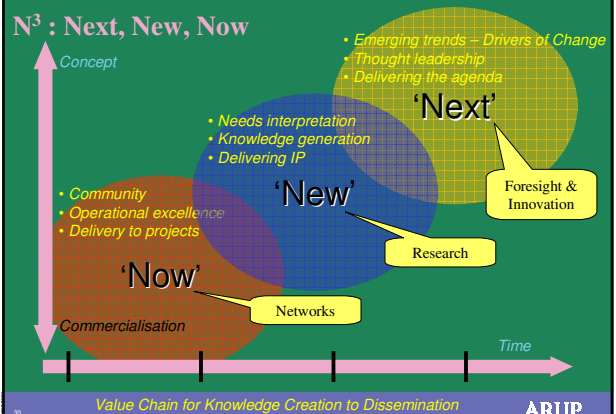


<http://www.oasys-software.com/>

Hong Kong SAR Buildings Department Pre-accepted Software


ADC	Alp
AdSec	Safe
GSA	Frew
Compos	Greta
	Slope

KM Being an Enabler for 2. Research & Innovation

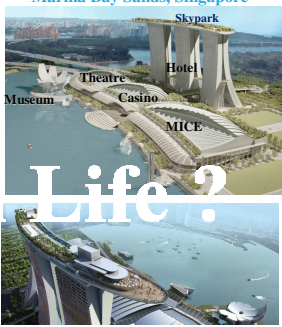


What we are designing?

Stonecutter Bridge, Hong Kong



Marina Bay Sands, Singapore



Design Life?

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What Is Affecting Our Future?

Research & Innovation 

Climate Change


Urbanization


Waste


Energy


Demographics


Water


Food


Poverty


Ocean


Drivers of Change Knowledge Cards



<http://www.driversofchange.com/>

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Foresight and Innovation

Research & Innovation 

Climate Change – Threat or Opportunity?

business opportunity



Opportunities in business also arise from adaptation to the physical impacts of climate change. The highway Passage is a new road connecting the Atlantic and Pacific Oceans that will be built in the next 10 years. It will reduce the time to travel from Europe to Asia by 10 hours and will create 100,000 jobs. It will also reduce the time to travel from Europe to Asia by 10 hours and will create 100,000 jobs. It will also reduce the time to travel from Europe to Asia by 10 hours and will create 100,000 jobs.

is your business climate ready?



DRIVERS OF CHANGE
World-leading research disseminated to every employee

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Foresight and Innovation

Stakeholder Engagement

Research & Innovation 

Workshop



Hong Kong
Shenzhen
Shanghai
Beijing
Tokyo



drivers of change

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Foresight and Innovation

Research & Innovation 

SlimCity Knowledge Cards (C40 Partnership)



Smart Energy



Thought Leadership

<http://www.arup.com/Publications/SlimCity.aspx>

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Foresight and Innovation

Stakeholder Engagement

Research & Innovation 

UrbanLife workshop in Ho Chi Minh City



Slim-city event in Macau



Slim-city event in Taiwan



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Research

Research & Innovation

Area to Develop | In Progress | Study with Initial Report | On-site Acquisition | Strategic-idea

transport

Roadmapping Exercise

Roadmapping Drivers, Business Opportunities & Research Elements

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Research Portal

Research & Innovation

Investment in Arup | Strategic and Proactive Knowledge Creation

HOME | APPLY FOR FUNDING | REPORTS | PROJECTS | VALUE REPORTS | SHORTLISTS | FAQ | CONTACTS

This site is the one-stop shop for requesting internal funding for development projects. It also acts as a reporting tool for the current financial year and hosts information on previous years' projects.

Apply for funding | View reports | Information on funds available

See all research reports

- Roadmap & Leader set priority – to ensure meeting business needs (*top-down*)
- Allowing for blue-sky research from all colleagues (*bottom-up*)

Capture global research findings to avoid reinvent the wheel and to monitor possible patentable right

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Research

Research & Innovation

Promote collaborative research

World-class internal & external collaborative research projects

Innovative Balustrade System (Patented) | Carbon capture and sequestration by algae

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Research Publications

Research & Innovation

Sharing our Research Findings with Others

Research in East Asia | Research Review 2010 (Global, bi-yearly)

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Effective L&D

KM Being an Enabler for 3. Effective Learning & Development

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Effective L&D

Network Training

Lunch time seminar | Site Visit | Discussion Forum | Workshop

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Arup University Effective L&D

Build upon our years of experience in organizing

- Continuous Professional Development
- Management & Leadership Training

Learning & Development + Research + Knowledge Sharing



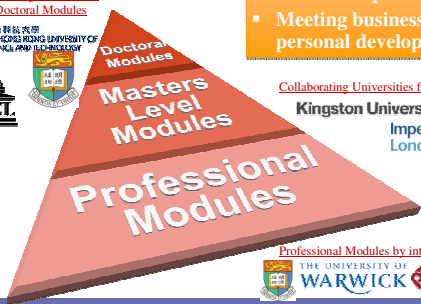


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Arup University Effective L&D

- Course accreditation process
- Cross-disciplinary training
- Meeting business and personal development needs

Collaborating Universities for Doctoral Modules



Collaborating Universities for Masters Level Modules

Kingston University London
Imperial College London
Manchester Metropolitan University
UNIVERSITY OF CAMBRIDGE

Professional Modules by internal and external trainers

THE UNIVERSITY OF WARWICK
UNIVERSITY OF SHEFFIELD
UNIVERSITY OF BRISTOL
UNIVERSITY OF YORK

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Arup University Formal Learning

Doctoral Modules

Masters Modules

Professional Modules

Lunchtime Presentations You Tube Forums

Mentoring Good Websites Reading Lists

Institutions e.g MIT Lectures Skills Networks Coaching

Conferences Journals Webinars

On the Job Training

Informal Learning

Arup Fellows Lecture Series Effective L&D

- Senior with great achieve in their fields
- Responsible for disseminating expert knowledge to next generation



Continuous Contribution from Internal Experts

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Marketing

KM Being an Enabler for 4. Effective Marketing

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Marketing

Communicating with the World

Apart from the regular interaction with our clients, we also invite the world to talk to us




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Marketing 

Communicating with the World

Web 2.0:
Weibo, LinkedIn, YouTube, Twitter



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Marketing 

Harvesting Clients' Idea and Sharing It out

Business magazine covers strategic business management and economics issues, **with thought pieces from industry leaders, Arup's clients and partners and news and innovations.**

E.g. In Issue no. 10 - Using smart technology to gather and analyse data in new way – *Stephen Leonard, Chief Executive for IBM*



http://www.arup.com/Publications/A2_magazine.aspx

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Architecture and Urbanism (a+u) Featuring Arup and Sustainable Buildings

Showcasing Arup's 50+ projects and thinking on sustainable building design, past, present and future.



Arup Projects
A+U publisher: A+U Publishing Co Ltd
Publisher/Editor: Nobuyuki Yoshida

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Marketing 

Sharing News & Achievement with our Staff


Building Brands from the Inside Out, through Internal Brand Communication

Employees are a potent resource that can be instrumental in the success of the brand initiative and, ultimately, the success of the company




Arup Technical News
Arup Journal
Design Yearbook
Arup News
Arup Bulletin (quarterly)
Internal News and People of Arup

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CSR 

KM Being an Enabler for 5. Corporate Social Responsibility

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CSR 

Industry/Community Network

The Ove Arup Foundation

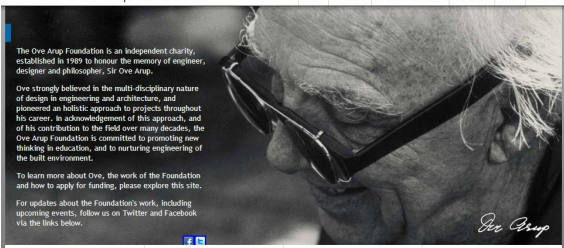
HOPE ABOUT US APPLY FOR A GRANT OUR WORK NEWS CONTACT

The Ove Arup Foundation is an independent charity, established in 1989 to honour the memory of engineer, designer and philosopher, Sir Ove Arup.

Ove strongly believed in the multi-disciplinary nature of design in engineering and architecture, and pioneered an holistic approach to projects throughout his career. In acknowledgement of this approach, and of his contribution to the field over many decades, the Ove Arup Foundation is committed to promoting new thinking in education, and to nurturing engineering of the built environment.

To learn more about Ove, the work of the Foundation and how to apply for funding, please explore this site.

For updates about the Foundation's work, including upcoming events, follow us on Twitter and Facebook via the links below.



Ove Arup

Ove Arup
His life, his work, his influence and his legacy

Our Work
View some of the work supported by Foundation

Grants
How to request grant assistance for a project

Latest News
Read about the Foundation's latest activities

Copyright Statement © 2011 Privacy Policy Sitemap Double logos from 'Doodle and Dopper' by Ove Arup Registered charity number 528138

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Using Knowledge for Corporate Social Responsibility

CSR

Pro-bono Engineering Service



燕止橋 慈善基金

Wu Zhi Qiao Project

Provide engineering support and professional technical advice to university volunteers on bridge rebuilding projects in various part of China



Maggie's Cancer Caring Centre, HK




Breakthrough Youth Village, HK

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Industry/Community Network

CSR



Community

- Poverty Action Network
- Public Forums/Workshops


Universities

- colleagues as part-time lecturers
- colleagues served as members of industrial advisory boards
- colleagues collaborating with professors in various research projects

Professional Associations

Chairmen/Committee members of

- various sub-divisions of HK Institute of Engineers
- The Institution of Highways and Transportation (HK Branch)
- HK Green Building Council
- IHK Accreditation Service
- IHK Construction Industry Council, etc.....



Forum at HK-Shenzhen Bi-city Biennale of Urbanism/Architecture

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- Embedded KM in our operation
- Colleague engagement
- Continuous improvement
- Direct business return

Summary

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Arup Business Success

Our East Asia projects received **50** world-recognized awards in 2009-10



Beijing Capital International Airport, Terminal 3

- Tien Yow Jeme Civil Engineering Prize (中国詹天佑土木工程大奖)
- HKIE & IStructE JSD - Structural Excellence Award 2010 - Merit Commendation
- RIBA International Award 2009



Thank You

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