

# Knowledge Management

## MAJOR HAZARD SECTOR WORKSHOP

### DATE:

18<sup>TH</sup> MARCH 2020

### VENUE:

CHEMICAL  
BUSINESS  
ASSOCIATION  
GROUP HOUSE  
SOUTHMERE  
COURT  
CREWE BUSINESS  
PARK  
CREWE, CHESHIRE  
CW1 6GU

### DELEGATE COST:

MEMBER RATE  
£180.00 + VAT

NON-MEMBER RATE  
£300.00 + VAT

CHEMICAL BUSINESS  
ASSOCIATION  
LYME BUILDING  
WESTMERE DRIVE  
CREWE BUSINESS PARK  
CREWE, CHESHIRE CW1 6ZD

Phone: +44 01270 258200  
Fax: +44 01270 258444  
E-mail: cba@chemical.org.uk

### Why attend?

Organisations are facing continual changes and often a reducing or transient workforce with a reliance on smaller numbers of experts. The workforce demographic trend is also towards an older generation of workers now approaching retirement.

These situations may lead to a loss of knowledge which may result in incidents and poor business performance which will ultimately increase costs.

The course will provide an overview of knowledge management to help identify and manage what knowledge may be identified as critical, thus allowing planning to maintain this.

The course is specifically tailored for warehousing facilities.

### Who should attend?

The workshop is suitable for all levels of personnel requiring a practical knowledge of knowledge management – including operations / maintenance managers and HSE specialists.

It will also be useful to those specifically responsible for organisational change.

Note: This course is for Storage, Distribution and Manufacturing Companies only.

*The workshop provides a basic insight into aspects of knowledge management including:*

- ◆ *What is knowledge and why is it important to retain it?*
- ◆ *How can a loss of knowledge impact costs?*
- ◆ *How does knowledge link to competence?*
- ◆ *How do we identify critical knowledge?*
- ◆ *What critical knowledge might we have in our company and how should we plan to retain this.*

# Knowledge Management

## PROPOSED OUTLINE AGENDA AND BOOKING DETAILS

### CONFIRMATION

Confirmation of booking will be issued by email, when the booking is processed. **DO NOT make any travel arrangements without confirmation.**

Joining instructions will be issued by email a week prior to the event.

### PAYMENT/CANCELLATIONS

**ALL PAYMENTS MUST BE RECEIVED BEFORE 17<sup>TH</sup> FEBRUARY 2020 AND ANY CANCELLATIONS MADE AFTER THIS DATE ARE NON-REFUNDABLE.**

Payment may be made by Cheque, BACS, or Credit Card (Credit / Debit Card charges apply as follows; Debit Cards + 0.55% / Personal Credit Cards (Visa or Mastercard only) + 1.681% / Corporate Credit Cards (Visa or Mastercard only) +2.555%). Cheques and bankers drafts must be in Sterling and should be made payable to Chemical Business Association. Please ensure that the total amount includes VAT.

Chemical Business Association bank details:  
NatWest Bank plc, Liverpool Street Station, 216 Bishopsgate, London, EC2M 4QB

Sort Code: 50-00-00  
Account No 00420034  
Swift No: NWBK GB 2L  
IBAN No: GB063 NWBK 5000 0000 4200 34  
VAT No: 238409160

Under UK excise regulations delegates from all countries are required to pay VAT on any course taking place in the UK.

### SUBSTITUTIONS

Substitutions at the same membership level can be accepted at any time.

### CONTENT

There may be occasions when changes in programme content, speakers, timing and location have to be made for reasons outside our control. CBA accepts no responsibility for the opinions of speakers or any other persons expressed on its courses. In the event that CBA has to cancel a course a full refund will be given. CBA accepts no responsibility for any travel arrangements or cost due to cancellation.

### ACCESS REQUIREMENTS

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have by contacting [Vanessa.henshall@chemical.org.uk](mailto:Vanessa.henshall@chemical.org.uk).

### DIETARY REQUIREMENTS

Please inform us if you need us to cater for any specific dietary requirements.

### DATA PROTECTION

CBA processes the information provided by its members and non-members to enable it to carry out its activities in accordance with its objectives and for its administrative purposes. We may use the information to tell you about our other products and services. We will not make it available to any other person without prior consent from you.

<b>10:00</b>	<b>WELCOME &amp; REGISTRATION</b>
	What is knowledge and why is it important? How does knowledge management impact on costs and link to competence management?
	Knowledge Identification Exercise
<b>12:30</b>	<b>LUNCH</b>
	Critical knowledge identification and retention
	Critical knowledge identification exercise & development plan
<b>15:15</b>	<b>Q&amp;A</b>

### COMPUTER FRIENDLY FORM

## BOOKING FORM

Company:		
Address (including Postal Code)		
Tel No.		Fax No.
Booked by:		
Email Address:		
Membership Category	Member	Non-Member
Purchase Order No.		
Accounts Department Email Address		
<b>Delegate Details</b>		
Title (Mr, Mrs, Ms, Dr, etc) First & Last Name	Email Address	
Any Special Dietary Requirements?		