

INTERNATIONAL STANDARD

ISO
30401

First edition
2018-11

AMENDMENT 1
2022-04

Knowledge management systems — Requirements

AMENDMENT 1

Systèmes de management des connaissances — Exigences
AMENDEMENT 1

STANDARDSISO.COM : Click to view the full PDF of ISO 30401:2018/Amd 1:2022



Reference number
ISO 30401:2018/Amd.1:2022(E)

© ISO 2022

STANDARDSISO.COM : Click to view the full PDF of ISO 30401:2018/Amd 1:2022



COPYRIGHT PROTECTED DOCUMENT

© ISO 2022

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

STANDARDSISO.COM : Click to view the full PDF of ISO 30401:2018/Amd 1:2022

Knowledge management systems — Requirements

AMENDMENT 1

Add or replace the following entries in Clause 3.

3.2

interested party (preferred term)

stakeholder (admitted term)

person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity

EXAMPLE Customers, owners, people in an organization, suppliers, bankers, unions, work councils, partners or societies that can include competitive or pressure groups.

3.4

management system

set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve those objectives

Note 1 to entry: A management system can address a single discipline or several disciplines.

Note 2 to entry: The system elements include the organization's structure, roles and responsibilities, planning and operation.

Note 3 to entry: The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations.

Note 4 to entry: A system can include human and group dynamics and behaviours.

3.20

correction

action to eliminate a detected nonconformity

[SOURCE: ISO 9000:2015, 3.12.3, modified — Notes to entry deleted.]

3.23

collaboration

two or more people working together with an agreed common purpose

Note 1 to entry: Collaboration often takes place across functional, organizational, geographic or other boundaries.

Note 2 to entry: Collaboration involves trust, social interaction and the sharing of knowledge.

3.25

knowledge

human or organizational asset enabling effective decisions and action in context

EXAMPLE Insights, know-how and codified knowledge.

Note 1 to entry: Knowledge can be individual or collective.

Note 2 to entry: The many types and forms of knowledge are relevant for different purposes and in different contexts.

Note 3 to entry: Knowledge is acquired through learning or experience.

3.26

knowledge management

holistic, cross-functional discipline and set of practices, focused on knowledge, that improve organizational performance

Note 1 to entry: Knowledge management includes, but is not limited to, the creation, acquisition, application, maintenance, sharing and protection of knowledge to create organizational value.

3.28

knowledge management system

part of a management system with regard to knowledge

Note 1 to entry: The system elements include the organization's knowledge management culture.

3.29

organizational culture

values, beliefs and practices that influence the conduct and behaviour of people and organizations

[SOURCE: ISO 30400:2016, 3.2]

3.31

before action review

BAR

method for identifying and addressing risks and opportunities before a task or activity starts

Note 1 to entry: Before action review usually includes identifying relevant lessons learned and dialogue with people who have relevant knowledge.

3.32

codified knowledge

knowledge represented using words, numbers, images or other symbols

Note 1 to entry: Codification of knowledge is a common process in knowledge management because codified knowledge is easy to share.

Note 2 to entry: 'Codified' often means 'documented' or 'written down' but can also include other representations such as spoken words, musical scores and machine-readable code.

Note 3 to entry: Codified knowledge is always a partial representation of knowledge.

3.33

community of practice

network of people who share and create knowledge relating to a specific field of practice

Note 1 to entry: Communities of practice are widely used in knowledge management as stewards of knowledge in their field of practice.

Note 2 to entry: Communities of practice often span internal and external organizational boundaries. They can be formal or informal, and self-organizing or structured.

Note 3 to entry: Communities of practice are distinguished from other types of community and network by three characteristics: they focus on a specific domain, their members are active practitioners in that domain and there is regular interaction between members.

3.34

critical knowledge

knowledge that has a highly significant impact on organizational performance

Note 1 to entry: Identifying critical knowledge helps organizations develop and prioritize knowledge management system requirements.

Note 2 to entry: Critical knowledge varies between industries, sectors and organizational types.