



Capture Insights

CONNECTING GENERATIONS: Bridging Knowledge through Lessons Learned



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Senior officers and the MIDA Management with over **25 years of experience are leaving**. They have been with MIDA since the 80s and 90s. The **younger generation works differently**, preferring flexibility and work-life balance.

To ensure this generation thrives within the organisation, we need to **guide them and provide the necessary knowledge**. This will enable them to make accurate decisions and perform excellently.



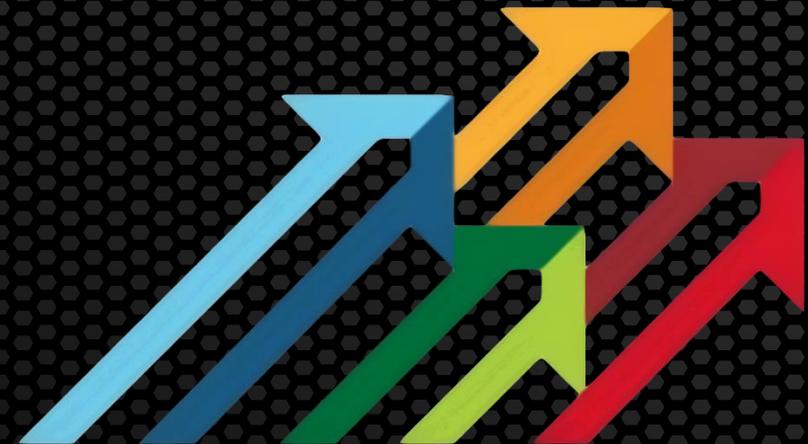
KNOWLEDGE SHARING ACROSS MULTI-GENERATIONS

The working culture and environment have evolved significantly and are rapidly progressing.

Many people are too busy to find time to share their experiences, especially when it comes to tacit knowledge.

WAYS TO CONNECT THE GAP:

Capture insights through guided KM Lessons Learned.



- KMLL Outreach Programme with MIDA State Offices
- KM Cafe at MIDA HQ
- KM Engagement Session

OUR STAKEHOLDERS:

Middle Managements (Senior/Deputies Directors) and Communities of Practice – Gatekeepers and Contributors

DEMOGRAPHIC VALUES:

- Subject Matter Experts (SMEs) and Mentors
- They deal directly with officers
- They are the planners and decision-makers for operations

MIDA HQ and MIDA States Office Outreach Programme:

A complete KMLL Form with more details

KM Café with Middle Management:

Focus on Problem Statement and Recommended/Solved Solutions excluded metadata

Guided Subject Matters for Solutions:

Examples: Investment Promotion, Management of Complaint, Events Management and Applications Process.

Each group will rotate to discuss all the topics.

KM Engagement Session: Methods

- Select lessons learned that need further improvement.
- Capture tacit knowledge from soon-to-be-retired or former MIDArians.
- Provide examples of good lessons learned, but include guidance for capturing the insights.

Quality Vs Quantity

- Recognise **the importance of lessons learned** for functional operations and future generations.
- To achieve quality lessons learned, we need to **guide participants** on specific topics or subjects.
- Include **representatives from different divisions** in each group.

- **Learning from each other** during discussions ensures that the Knowledge Management Lessons Learned (KMLL) process is comprehensive and effective.
- **Making mistakes is acceptable**, but repeating the same mistake is careless. Learning from mistakes is essential for growth. A **"good" mistake can be valuable**, as it improves worker performance, fosters wisdom, and contributes to career growth within the organisation.



KNOWLEDGE CONTINUITY: Shifting Technology for Knowledge Sharing

Since 2013, MIDA utilised the **Electronic Document Management System** (EDMS) for data storage and knowledge sharing. This year in March 2024, MIDA has transitioned to the new **Google Workspace** (Shared Drive Storage) as well as exploring **Gemini AI tools** for intelligent automation. Trainings are conducted to facilitate the migration of EDMS content to the Shared Drive EDMS (SD-EDMS) and KMLL.

KM Lessons Learned Workshop 13 June 2023 MIDA Sentral



Welcome Remarks by Puan Wan Noraini Abdul Rahman



Presentations by the Participants



Topic: Data Dissemination



Topic: Impromptu and sudden press release dissemination to media



Topic: Website Translation



Customer Service
& Investment
Information
SECTION



EDMS / KM LL Outreach
Programme 2023 at
MIDA Negeri Sembilan



EDMS/KM LL Outreach Programme 2023 @ MIDA Negeri Sembilan

EDMS/KM LL Outreach Programme 2023 @ MIDA Negeri Sembilan on 23 August 2023.





EDMS/KM LL OUTREACH PROGRAMME 2023 AT MIDA SELANGOR

Customer Service & Investment Information SECTION



EDMS/KM LL Outreach Programme 2023 @ MIDA Selangor

EDMS/KM LL Outreach Programme 2023 @ MIDA Selangor on 11 October 2023.



Customer Service & Investment Information SECTION

**KM Café - Deputy Directors
Lessons Learned and SD-EDMS
10 May 2024
MIDA Sentral**



KM LESSONS LEARNED TEMPLATE

1. TITLE / POSSIBLE PROJECT

2. BACKGROUND

3. LESSONS LEARNED

What went wrong?	What went well?

4. HOW WOULD YOU IMPROVE?

5. WHAT KEYWORDS CAN BE USED TO DESCRIBE THIS LESSON (max of 5 keywords)

6. WHAT POSSIBLE QUESTIONS CAN YOU GENERATE FROM THIS LL?

Prepared by:

Verified by:

Name:
Position:
Division:
Date:

Name:
Position:
Division:
Date:

Investment Promotion - Waiver

Preparation of SPM/OSPM

- New officer has no clear how to handle the preparation of SPM/OSPM - Issue

Proposed Solution

- To guide officer to refer to the SOP in the ISO Procedure
- The SOP too lengthy - to prepare infographic flow

Proposed Solution

- To have a short video on the SOP
- To update the ISO procedure as a supporting document through Process Owner

1) Nurisiah
2) Reswani
3) Aina

Investment Promotion - Waiver

The mission of the role of the OSGMI Division

- Manufacturing or Service industry?
- Restrictive to division's activities.

Solution

- Use engagement a good networking to keep track on regulatory matters.
- Knowledge sharing within officers in the Division, through shared EDMS.
- To provide info simpler on regulatory matters for ease of understanding.

1. Pravin
2. Ruzhika
3. Aina

How / SOLUTIONS ?

Need post modern after events

give incentive/ free gift to encourage to participant/ stay

Report to be tabled at management Level - to get more advice.

incentives for early bird - good & free - food

to have easy Han V problem.

visible/clear signage to direct participant during event

Move rehearsal / dry-run. Make sure technical team well prepared

WHO / WHAT

Company unable to fill the information from previous submission to apply new application

Maklumat yang diisi oleh syarikat tidak disimpan secara automatik oleh sistem InvestMalaysia. eg selayer A -> C.

HOW / SOLUTION

Maklumat yang diisi untuk submission oleh syarikat tidak disimpan secara automatik oleh sistem InvestMalaysia.

Management of Event

WHY / WHAT HAPPENED?

Sound system problem - glitches

Budget constraint and need high impact

Lot of late attendees

AV problem

Side presentation hange

Penyertaan luar i.e. company yang kurang sambutan.

Apa impact to economic/organisation. x need to continue or not? (the need)

from kesukaran memilih panelist & berkesan

Tak kenal VIP/ VIP

x secretariat x usher

Participant datang awal

Short notice on non availability of panel / moderator. Short of source

Thank you



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