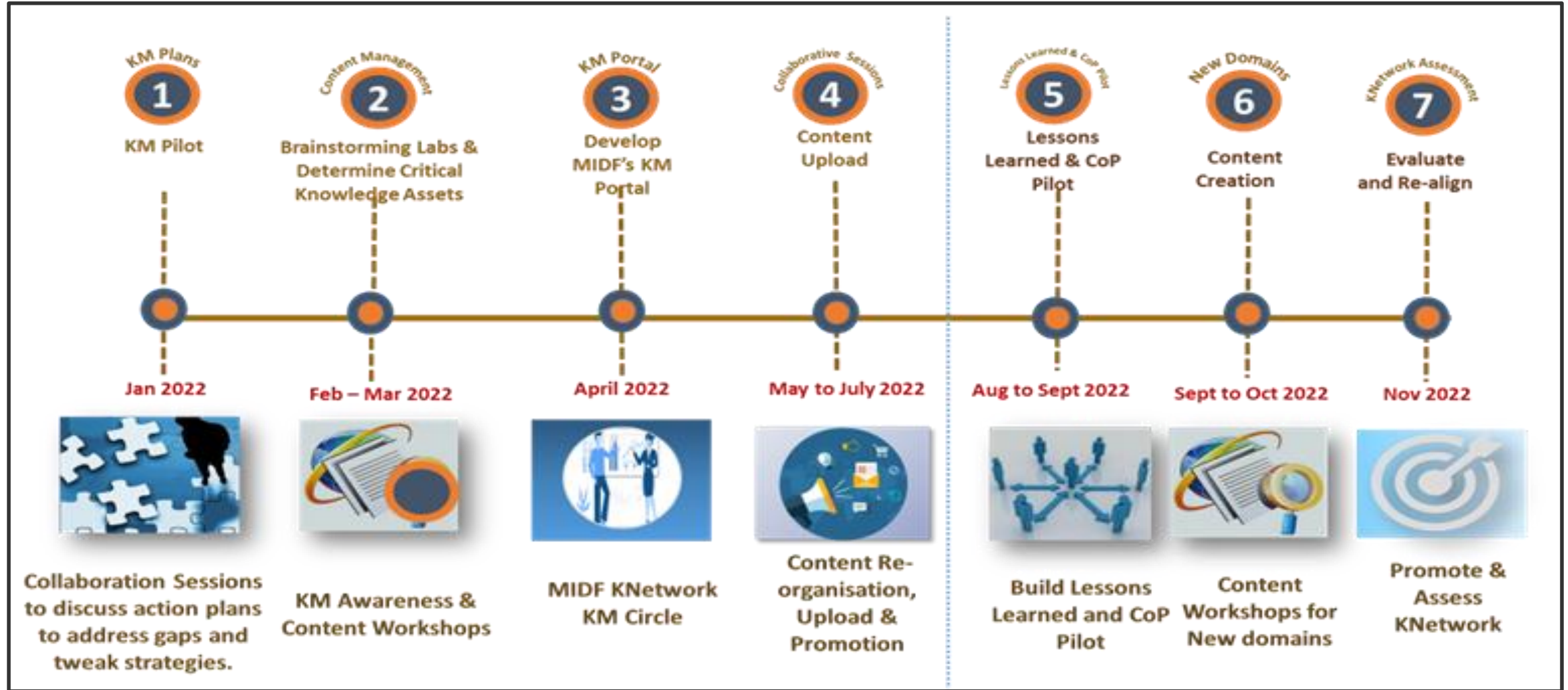




KNOWLEDGE MANAGEMENT

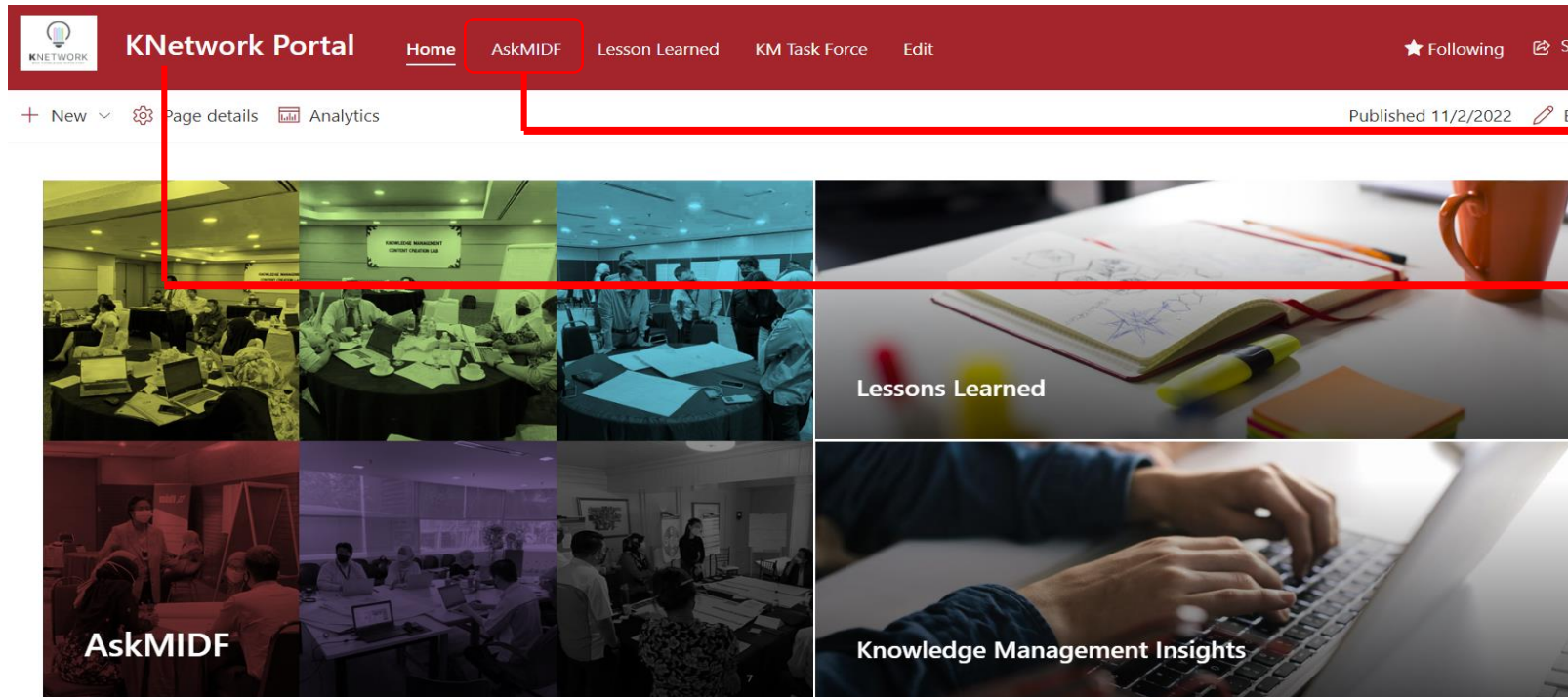
MALAYSIAN INDUSTRIAL DEVELOPMENT FINANCE (MIDF)

SNAPSHOT REVIEW: KM MILESTONES IN MIDF



KNETWORK PORTAL (EST OCTOBER 2022)

25,000
Visits



Knowledge Sharing Community



More than 200
questions raised by
Warga MIDF



200 documents

13 DOMAINS

GHR, GIT, GSC, GCAS,
Research, Admin, GRM, GSP, GSL,
Finance, Group Compliance, Bank
Operations DFD & IB

BROWSE BY DOCUMENT TYPE



Books, Bulletin, Newsletter



Brochure, Pamphlets, Booklets,
Infographics



Manual, Guide



Policies and Procedures



Lesson Learned



Multimedia (Audio, Video)



Photograph (Pics, Images)



Press and Media (Press release,
Announcement, Speeches)



Reports (Research Report, Audit)



Standard Template (Slides, Memo,

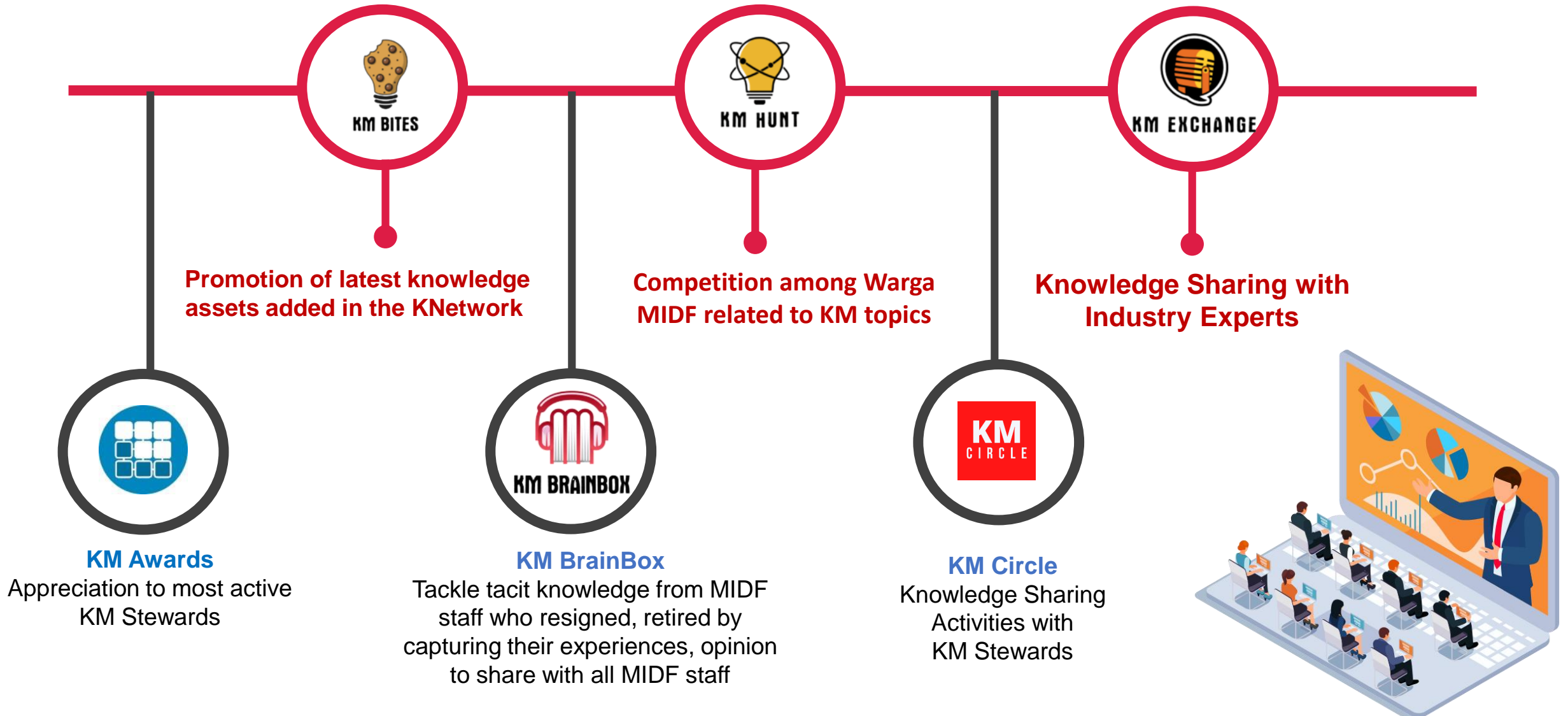


System, E-Form, E-Booking



50 Lessons Learned

KNETWORK ROADMAP



KM BITES

**ASK MIDF**


DID YOU KNOW?
'AskMIDF' is a place where you can request to 'chat' with an expert or post your query?

**WHEN DO USE ASKMIDF?**
When you want to connect with someone, share an experience or post an enquiry.


**WHY USE ASKMIDF?**
AskMIDF can provide a space where new knowledge can be created, allowing free flow of ideas and information.

**WHAT'S ASKMIDF FOR ME?**

1. Acquire relevant in-depth knowledge and experience that can help me do my job better.
2. Transfer my know-how to those who need it and contribute to MIDF KNetwork's knowledge base.
3. Obtain reliable knowledge support in finding solutions to my work-related problems or assist me in making decisions.


**What is available in KNetwork Portal?**

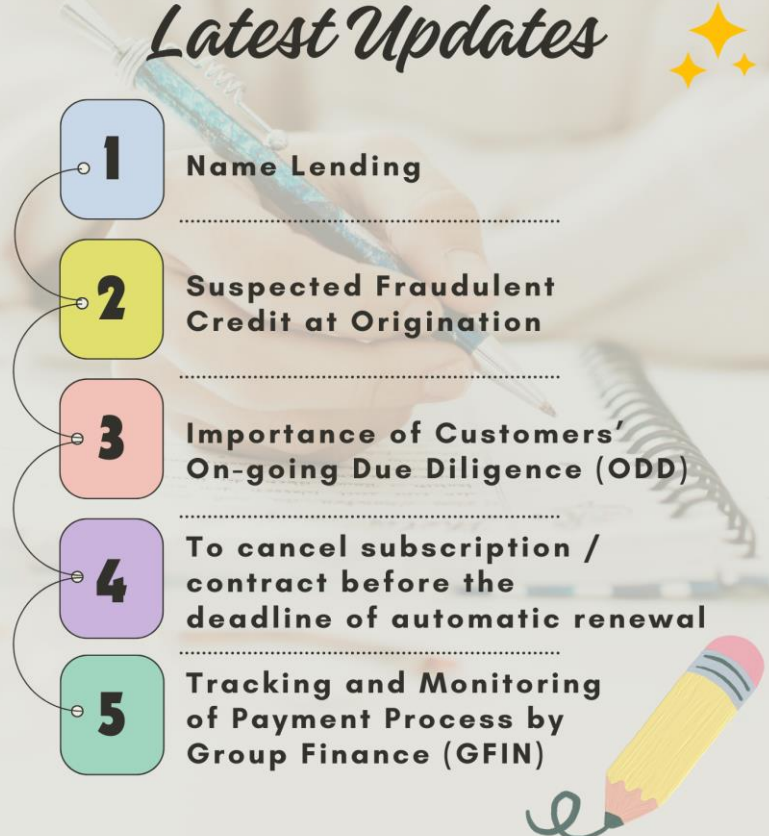
DID YOU KNOW?
KNetwork Portal provides access to information and resources on a particular subject or a wide range of topics including provide a centralized location for various types of information.



- 1 STANDARD TEMPLATE**
Template for Presentation Slides, Internal Memo and Letter
- 2 SYSTEM, E-FORM, E-BOOKING**
Meeting Room booking, Company Vehicle Requisition Form, Link to Oracle, ESS, IT Helpdesk
- 3 MANUAL, GUIDE**
Guide on E-Claim, E-Leave, E-Payslip, ASP guide, VDI guide, e-PRF guide
- 4 BROCHURE, INFOGRAPHICS**
IGU Blast, Compliance Blast, Risk Digest, BCM Bulletin,
- 5 PHOTOGRAPH**
Images from MIDF's event such as MIDF Raya, Majlis Berbuka Puasa, MIDF Family Day
- 6 MULTIMEDIA**
MIDF Conversation, Speed Dating With Books, MIDF's Viewpoint

For more information, please visit:
<https://midf365.sharepoint.com/sites/MIDFKMPortal>

**LESSONS LEARNED**
Latest Updates



- 1 Name Lending**
- 2 Suspected Fraudulent Credit at Origination**
- 3 Importance of Customers' On-going Due Diligence (ODD)**
- 4 To cancel subscription / contract before the deadline of automatic renewal**
- 5 Tracking and Monitoring of Payment Process by Group Finance (GFIN)**

KM HUNT & KM EXCHANGE



KM HUNT
OCTOBER

Win **e-voucher** for
3 WINNERS

Winners will be
announced at **AskMIDF**

OPEN TO ALL **WARGA MIDF** EXCEPT **KM TASK FORCE**

CLOSING DATE:
7 NOV 2022, 5:00 PM

3 QUESTIONS RELATED
TO **LESSONS LEARNED**



KM EXCHANGE
EXPLORE THE WORLD OF
KNOWLEDGE MANAGEMENT

BERLIAN ROOM
5 DEC 2022
11:00 A.M.

SPEAKERS

ZOHAIREN MUHAMAD SORI
HEAD OF KM,
PETRONAS

WAN NORAINI ABDUL RAHMAN
HEAD OF KM,
MIDA

HIGHLIGHTS

- Pursue and learn best practices from PETRONAS and MIDA
- Witness the challenges and workaround for KM implementation
- Discover KM initiatives that have been implemented in PETRONAS and MIDA

BROUGHT TO YOU BY:
MIDF KNOWLEDGE MANAGEMENT & RESOURCE CENTRE

HARNESSING LESSONS LEARNED: POINTS TO PONDER

Content must be understood by all of Warga MIDF. Usage of jargon is not advisable, unless explained well.

What improvements were made should be proven and implemented.

**NOT an
IDEA/SUGGESTION**

LESSONS LEARNED REPORT

1. TITLE / POSSIBLE SUBJECT

Outcome of meeting/ discussion/ calls to be put in writing and communicated to the relevant parties.

03/10/2022

Title needs to be brief and clear

2. BACKGROUND

1. After a meeting/ discussion/ calls, it is a good practice to send a written communication to all relevant parties on matters discussed and agreed.
2. Written communications were not always sent in the past, resulting in parties to the meeting/call not having all the details for reference.

Background should be in point form, understandable with abbreviations explained.

3. LESSONS LEARNED

What went wrong?

1. Lack of written communication gives rise to misunderstanding/ misinterpretation of the agreed terms and specific details of the decision made.

4. IMPROVEMENTS IMPLEMENTED

1. The written communication sent included key points such as what action plans need to be completed, deadlines for assigned tasks (if any) and other important information that was covered.

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

Verbal

Meeting

Discussion

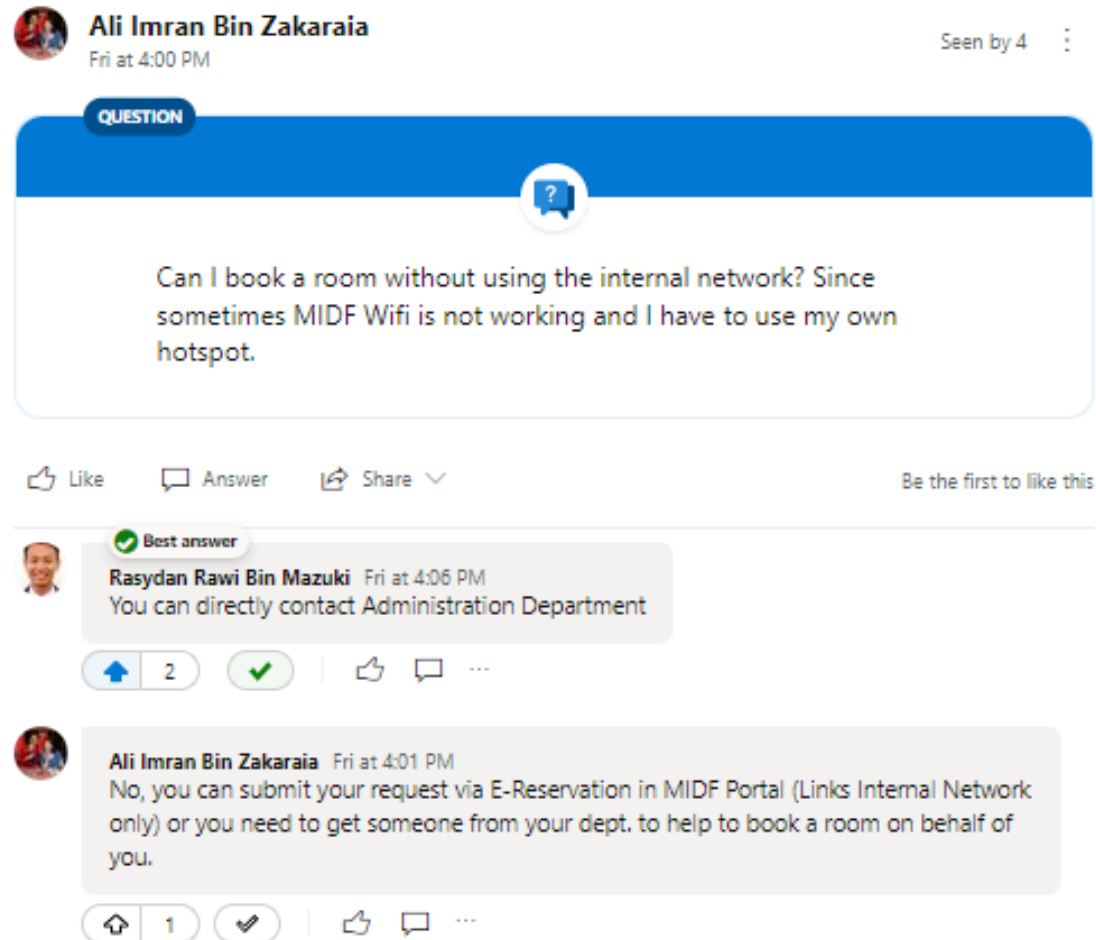
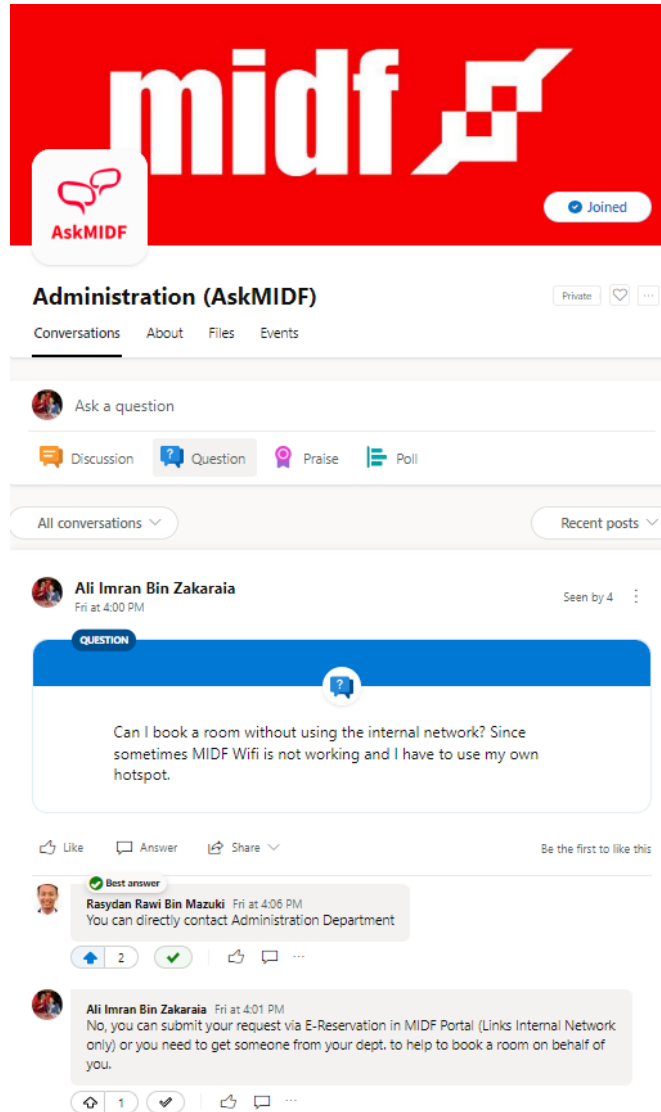
Written

Communications

6. WHAT POSSIBLE 'QUESTIONS' CAN YOU GENERATE FROM THIS LESSONS LEARNED?

1. Is a written communication required after meeting/ discussion/ calls?
2. What are points covered in the written communication?
3. Why do we need a written communication?


ASKMIDF AS COMMUNITIES OF PRACTICE




Yammer as a
platform for
AskMIDF

ASKMIDF ESSENTIAL INSIGHTS



**Rasydan Rawi Bin Mazuki**
Nov 21 • @3
Seen by 347 ...

PRAISE











Praised **Abdul Farid Mohamad**, **Terry Siow Chia Jie**, and **Noorsyazwan Bin Nazri**

CONGRATULATIONS TO OUR KM HUNT OCTOBER 2022 WINNERS

1. Abdul Farid Mohamad, Treasury Operations
2. Terry Siow Chia Jie, Debt Market
3. Noorsyazwan Bin Nazri, Group Strategy & Performance

Looking forward to seeing everyone in our next KM Hunt!
see less



 **Celebrate**  Comment  Share   You and 18 others

1. Post questions/enquiries on any topics.
2. Open for discussion where everyone can share opinion and experience.
3. Praise on achievement, winning any competition.
4. Search for the keyword at Search button.
5. Filtered search by topic.
6. Open poll for suggestion/opinion.
7. Vote the answer and can mark the answer as “Best Answer”.

MILESTONE MOMENTS: KM IN MIDF

