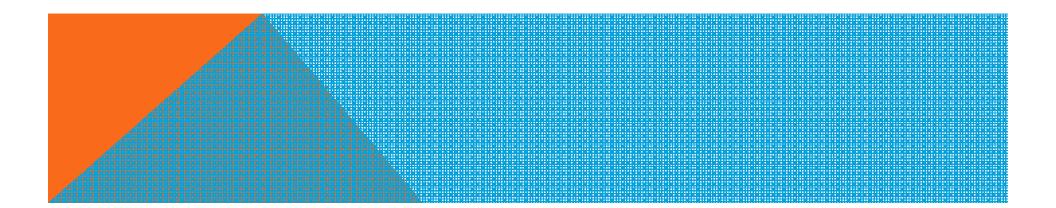
بسم الله الرحمن الرحيم

From Theory To Action

- Is a knowledge management assessment
- Ø Is a learning after doing model
- Ø Is a quality improvement model
- Is a competitive match(in a defined taxonomy)

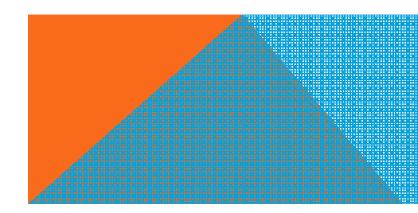
- Is an approach from fire fighting to strategic thinking
- Is an alignment tool(clock and compass)
- Ø Increase national productivity

- Strengthen knowledgeable persons
- Balance between structure, process and outcome standards assessment



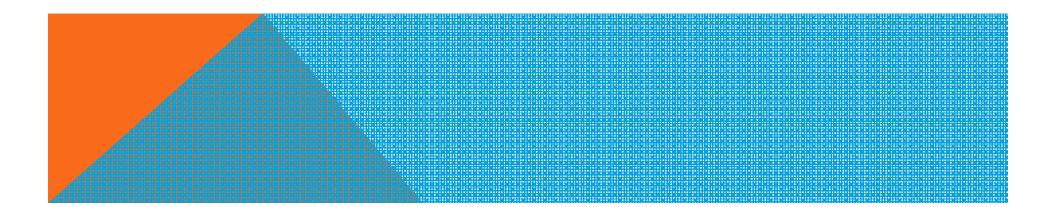
- Departmental
- Functional

Ø Documentation
Ø Interview
Ø Sampling
Ø Observation

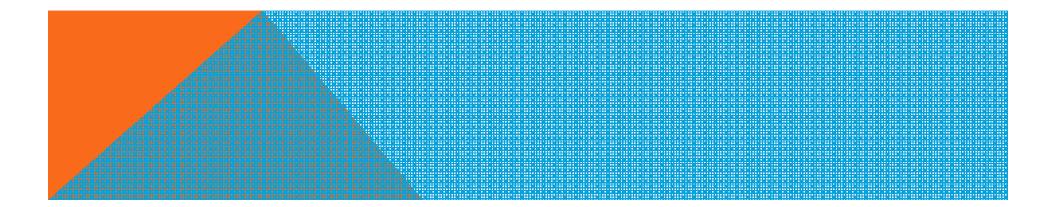


Falsification or Fraud(especially in paperwork):

Systemic and organization wideIndividual

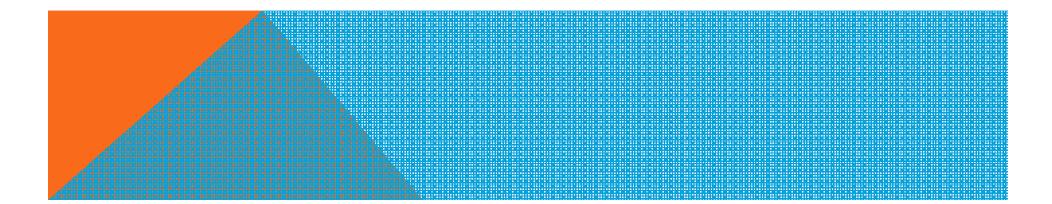


It Is A Great Change



LEWIN'S MODEL





UNFREEZE

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3

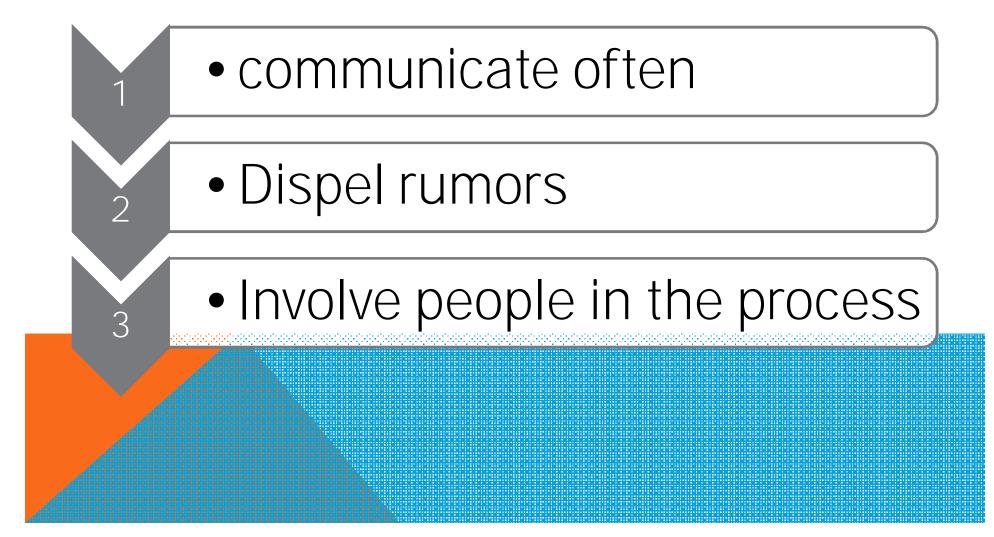
Determine what needs to change

Support from upper management

Create the need for change(paradigm shift)

Manage and understand the doubts and concerns





REFREEZE

2

3

• Anchor the changes into the culture

• Develop ways to sustain the change

• Provide support and training

Celebrate success

ACCREDITATIO

