

The Knowledge Management Health Check



16 checks to reveal whether your organisation's knowledge is governed, accessible and trusted.



Knowledge is one of your organisation's most valuable assets, but only when employees can find it, trust it and use it with confidence.

When ownership is unclear, content is outdated or information is spread across multiple systems, employees begin relying on colleagues, local copies and unapproved documents instead.

This practical health check will help you assess your current knowledge management approach across four essential areas:



Governance & Control



Accessibility



Trust & Adoption



Insight & Business Impact

How To Complete This Health Check



Be Honest

Only tick a statement if it is 100% true across your entire organisation.



The "Most of the Time" Rule

If a process is only followed by some departments or works "most of the time" but fails during busy periods, leave it blank.



Goal

This tool is designed to isolate your hidden operational risks. Leaving an inconsistent area unticked is the only way to find out what needs fixing first.

Governance & Control

- ☐ Business-critical policies, procedures and guidance have a clearly defined source of truth.
- ☐ Content ownership is clearly assigned across important knowledge areas.
- ☐ Knowledge owners understand their responsibility for keeping information accurate and current.
- ☐ Significant updates are reviewed and approved before publication.
- ☐ Outdated or superseded content is consistently archived, withdrawn or replaced.

Accessibility

- ☐ Employees can find important information quickly and reliably.
- ☐ Employees do not need to search multiple disconnected systems to locate trusted information.
- ☐ Content is structured consistently using clear categories, labels or metadata.
- ☐ Employees can access approved knowledge

Trust & Adoption

- ☐ Employees understand where approved knowledge should be found and when it should be used.
- ☐ Teams trust the information they find because it is current, accurate and clearly approved.
- ☐ Knowledge is presented clearly and is easy for employees to understand and apply.
- ☐ Employees can report missing, inaccurate or unclear information.

Insight & Business Impact

- ☐ We regularly review how employees search for and use organisational knowledge.
- ☐ We can identify common knowledge gaps, failed searches or repeated employee questions.
- ☐ We understand where poor knowledge management is creating inefficiency, inconsistency or avoidable risk.
- ☐ Customer-facing teams can access accurate and consistent answers when supporting customers.

YOUR SCORE

Add up the total number of statements you ticked.

Also review each section individually. A strong overall score may still conceal an important weakness if several unticked statements sit within the same area.

TOTAL SCORE

..... / 16

What Your Score May Be Telling You

13–16 Ticks Strong Foundations

Your organisation appears to have many of the core knowledge management controls in place. The priority is to confirm that these processes are applied consistently across teams, systems and business-critical knowledge areas. Even organisations with strong foundations can develop isolated gaps as content, platform and employee needs change.

9–12 Ticks Inconsistent Knowledge Management

Important processes are likely to be in place, but they may not be consistently understood or applied. Employees may be able to find trusted information in some areas while still relying on colleagues, local copies or personal experience in others. The priority is to identify where ownership, accessibility or employee adoption is breaking down.

0–8 Ticks Potential Operational Exposure

Your responses suggest that important organisational knowledge may be fragmented, difficult to access or inconsistently governed. Employees may struggle to identify which information is current, approved or reliable. This can contribute to duplicated work, repeated questions, inconsistent decisions and reduced confidence in the systems intended to support them. The priority is to identify which knowledge gaps create the greatest operational consequence when information is inaccurate, unavailable or difficult to trust.



Which information creates the greatest consequence when it is wrong?

Focus first on the policies, procedures and operational guidance employees rely on to make important decisions.



Where are employees most likely to encounter conflicting versions?

Consider information duplicated across SharePoint, Teams, shared drives, intranets, desktops and email.



Are the gaps caused by technology, process or unclear accountability?

Knowledge management problems are not always system problems. The cause may be unclear ownership, inconsistent review processes, poor adoption or a combination of several factors.

Turn Your Score Into A Practical Priority

Your score highlights where potential weaknesses may exist. It does not reveal why those weaknesses are occurring, or which one should be addressed first.

Bring your completed checklist to a complimentary 15-minute Knowledge Management Diagnostic Review with Jo Southward, KPSOL's Knowledge Management Consultant.

During the session, Jo will help you:

- ✓ Review the areas where your checklist indicates the greatest weakness
- ✓ Explore the likely causes behind those gaps
- ✓ Identify which knowledge area or process should be investigated first
- ✓ Leave with a clearer, practical next step.

Book Your Free 15-Minute Knowledge Management Diagnostic Review

- Independent expert assessment
- Practical recommendations • No obligation.



<https://www.kpsol.com/book-a-demo>



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ABOUT KPSOL

KPSOL helps organisations create accurate, governed and trusted sources of business knowledge.

Our knowledge management solutions support stronger ownership, controlled publishing, effective review processes and greater employee confidence in the information they rely on every day.



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