

CASE STUDY



Contract Dates

November 2018 – Present

Contract Value

£ 530,000

Role

To set up and implement a continuous learning and knowledge management strategy for the Programme



Learning and Innovation

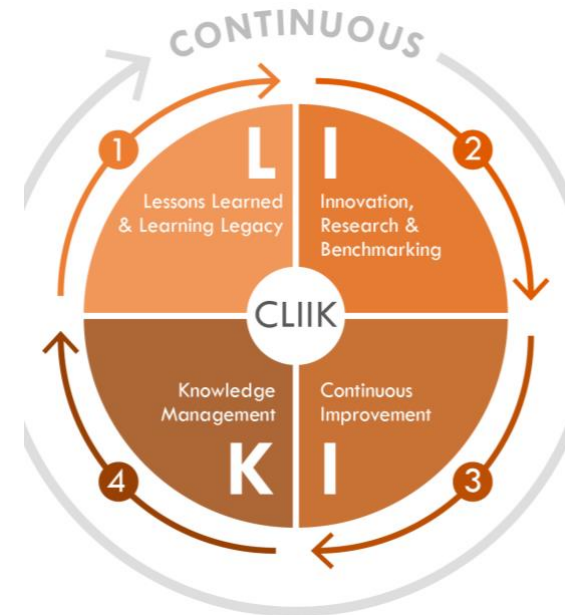
Co.Cre8 developed and embedded an innovative approach to learning and innovation on the Houses of Parliament Restoration and Renewal programme bringing together Continuous Learning, Innovation, process Improvement and Knowledge management programme under one functional umbrella (branded CLIK) ensuring a learning culture right from the start.

Services Provided

Co.Cre8 was brought in at very early stage on the programme to set up a knowledge management framework that would enable the Programme to learn from others and bring knowledge into the programme as and when needed.

Key deliverables and activities included:

- A Knowledge Management Policy, CLIK Strategy and Implementation Plan developed to set up a continuous learning and innovation culture across the Programme.
- Developing a strategic approach to knowledge management supported by a range of tactical tools including:
- An internal knowledge hub for sharing insight, and industry articles and events
- An action-based lessons learned framework, an online lessons learned register tool and a number of strategic lessons learned reviews
- A programme of research and benchmarking to address identified knowledge gaps
- A network of CLIK champions to embed continuous learning in the teams
- Training and handover to a permanent CLIK team.



Added Value

- Value based lessons learned reviews informed future direction of the programme
- Academic collaboration approved with potential £8m savings identified
- A culture of learning starting to flourish in which lessons learned and knowledge share are seen as essential to the programme as evidenced by the number of requests received by the CLIK Team for support.
- Benchmarking is bringing external knowledge into the programme, actions planning is ensuring that it is actually applied into the Programme.