



KENYA PLANT HEALTH INSPECTORATE SERVICE

STANDARD OPERATING PROCEDURE

Department: Planning & Strategy

Revision No:02

Issue No:01

SOP FOR ORGANIZATIONAL KNOWLEDGE

SOP/KEPHIS/QMS/06

Issued by:.....

DQMR

Date...21/11/2024.....

Approved by:.....

QMR

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1.0 Purpose

To provide a guideline on organizational knowledge management by ensuring knowledge determination, maintenance, acquisition, sharing and storage.

2.0 Scope

This procedure shall cover all operational areas and processes in the KEPHIS QMS. It will encompass both tacit and explicit knowledge from both external and internal sources.

3.0 References

- 3.1 ISO 9001:2015 standard
- 3.2 ISO/IEC 27001:2022 standard
- 3.3 KEPHIS Quality Manual
- 3.4 KEPHIS Strategic Plan
- 3.5 Relevant policies, strategies and manuals
- 3.6 SOPs
- 3.7 WIs
- 3.8 Relevant Statutory and Regulatory requirements

4.0 Definitions/Abbreviations

- 4.1 DQMR – Deputy Quality Management Representative
- 4.2 ICT – Information Communication & Technology
- 4.3 QMR – Quality Management Representative
- 4.4 QMS – Quality Management System
- 4.5 SOP – Standard Operating Procedure
- 4.6 WI – Work Instructions



5.0 Responsibilities

All staff shall be responsible for the overall implementation of this procedure.

6.0 Schematic Representation

Organizational Knowledge							
Sources of Inputs	Inputs	Activities	Outputs	Receivers of Outputs	Risks	Checks/Controls	Resources
- Interested parties - Client feedback - ISO 9001:2015 - ISO/IEC 27001:2022 - Policies, strategies, manuals, procedure and work instructions - Relevant statutory and regulatory requirements	Data	- Trainings - Workshops - Meetings - Seminars - Conventions - Forums - Mentorship - Coaching - Succession planning - Updating of knowledge repository.	- Information - Feed forward - Feedback	- Management - Staff - Interested parties	- Knowledge hiding and hoarding - Information theft - Information leakage - Loss of information - Manipulation of information - Information unavailability	- Motivate and encourage employees to share their knowledge - Information back-up - Controlled access to information - Exchange programs - Capacity building - Regular updates	- Personnel - Finance - ICT infrastructure - General infrastructure - Document repository

7.0 Procedure

- 7.1.1 Process owner(s) and user(s) will determine necessary knowledge based on KEPHIS processes.
- 7.1.2 The process owner(s) will collate the relevant knowledge determined to form part of competence development and record management.
- 7.1.3 Users will use the available methods of sharing knowledge. These shall include but not limited to mentorship, coaching, meetings, workshops, training sessions, field work, induction, internship, attachment, website and social media.
- 7.1.4 Users will implement the identified method for archiving/storage of the knowledge as per procedure for control of documented information.
- 7.1.5 Users will update and maintain the knowledge from time to time.



8.0 Records

- 8.1 Meetings minutes
- 8.2 Workshop/conference presentations
- 8.3 Reports
- 8.4 Customer feedback questionnaires and reports
- 8.5 Website information
- 8.6 Databases
- 8.7 Electronic systems
- 8.8 Social media platforms
- 8.9 certificates



9.0 Review Details

REVISION SUMMARY	REASON	DATE	REVISED BY	ISSUE NUMBER	REVISION NUMBER
1. Review of entire SOP	For continual Improvement	31/08/2021	QMR	1	1
2. Review of entire SOP	For continual Improvement	14/11/2024	QMR	1	2