



Les communautés de pratiques

Maillon essentiel de la stratégie KM de l'entreprise

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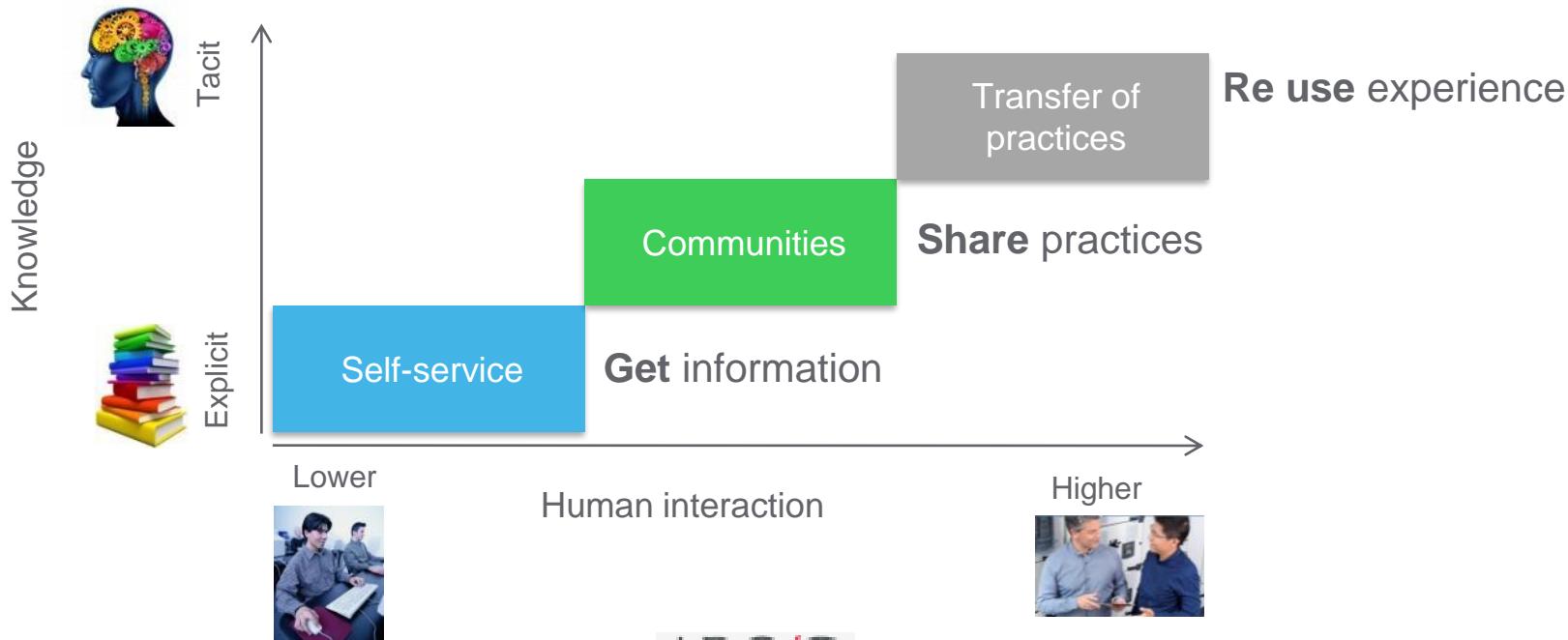
- AMALLTE, depuis dec. 2018
- Conseil en knowledge management, Communautés & Collaboration
- Taille: 1 personne ☺
- Améliorer l'efficacité via le partage et la valorisation des connaissances.
- Ex Directeur du Knowledge Management Office de Schneider Electric & Ex Directeur du Know-How de Tereos



Amallte

Knowledge Management

is the systematic effort to enable knowledge to grow, flow and **create value**





Plastic Community

Lead by Delphine



120 members

Since 2013

- Sharing and building **best Practices** on Plastics technology
- Enabling a **sustainable portfolio for plastic materials** in the coming years
- Boosting our collaboration and **innovation** with plastic materials **suppliers**



People

- **2** Community Leaders
- **120** members:
RD Plastic & plastic purchasers



Objectives

- Provide a **strategic vision** on relevant topics to be able to answer to tomorrow's stakes
- **Secure up coming risks** and contribute to **face environmental regulations** and their impact on raw material market



Interactions



Les communautés professionnelles dans l'économie du savoir

Le partage, et a fortiori la gestion en commun des savoirs ne se font qu'au sein d'un **collectif de confiance mutuelle : la communauté**.

Une communauté professionnelle est un ensemble de personnes interagissant en vue du **bien commun de tous** (soutenir l'activité économique) et en vue du **bien de chacun** (développement personnel).

- Sa **raison d'être** au sein d'une grande organisation est **d'exploiter la puissance de la collaboration** entre entités distinctes.
- Son **mode de travail** est d'organiser et de ritualiser les **échanges de savoir** entre ses membres, afin de permettre à chacun de mieux remplir sa mission.
- Sa **mission** est aussi de **valoriser les savoirs** échangés ou créés par ces interactions en les **capitalisant** sous forme explicite au bénéfice de l'organisation et en les réutilisant ...

L'animation de communautés de savoir - «community leadership» est en passe de devenir une compétence clé du manager du 21e siècle.

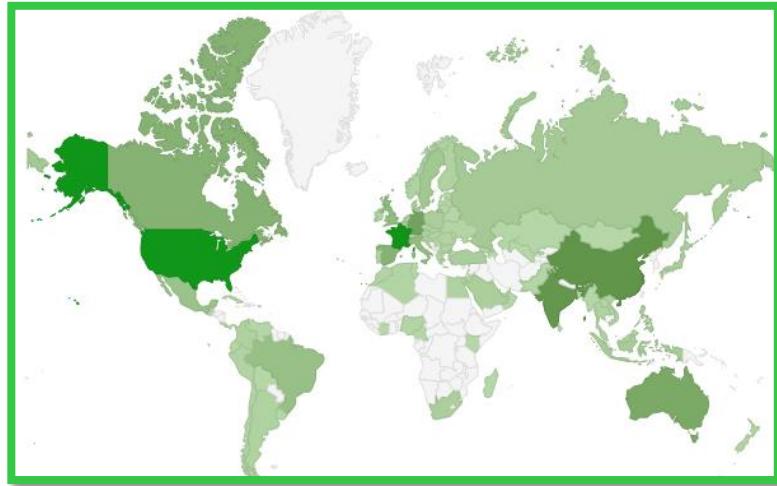
Communities@Work

They are the Schneider communities of practice (CoP)

Groups of people with a professional topic and a strategic objective

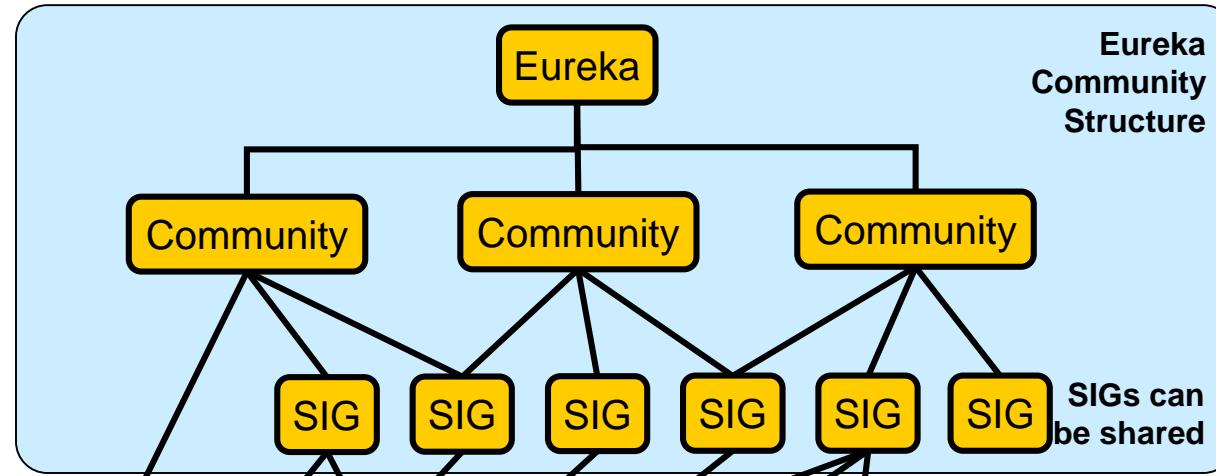
The purpose of those communities is to increase collaboration, thus helping

1. save time,
2. reduce cost
3. bring more business.



- 180 Communities@Work
- 20,000 members
- 220 community leaders

Eureka Technical Communities



(part of the community concept, using a non-Eureka-specific mechanism; belong to the whole community, but grouped under SIGs for convenience; may be listed under multiple SIGs)

BBs not related to Eureka

146 communities + SIG



Communauté de pratique pilotée

Three key success factors



People



Objectives



Interactions

Community Leader

- Drives the community activity
- Stimulates and maintains the Community dynamic and vitality
- Encourages collaborative efforts



People

Champion / Core team

- Local advocates of the community leader
- Supports the community leader in animating the community

Members

Participate and contribute to the community life

Sponsor

- Supports and promotes the Community
- Encourages knowledge sharing
- Ensures that resources are allocated as needed



Objectives

Scope

Briefly describe the scope of your community. What field/activity?

Who are the targeted members?

For example : the XXX community reach all the offer managers in Food and Beverage segment?

You can also precise what is out of the scope of your community

Purpose

What is at stake? What do you want to fix, resolve, improve with your community?

Benefits for the members

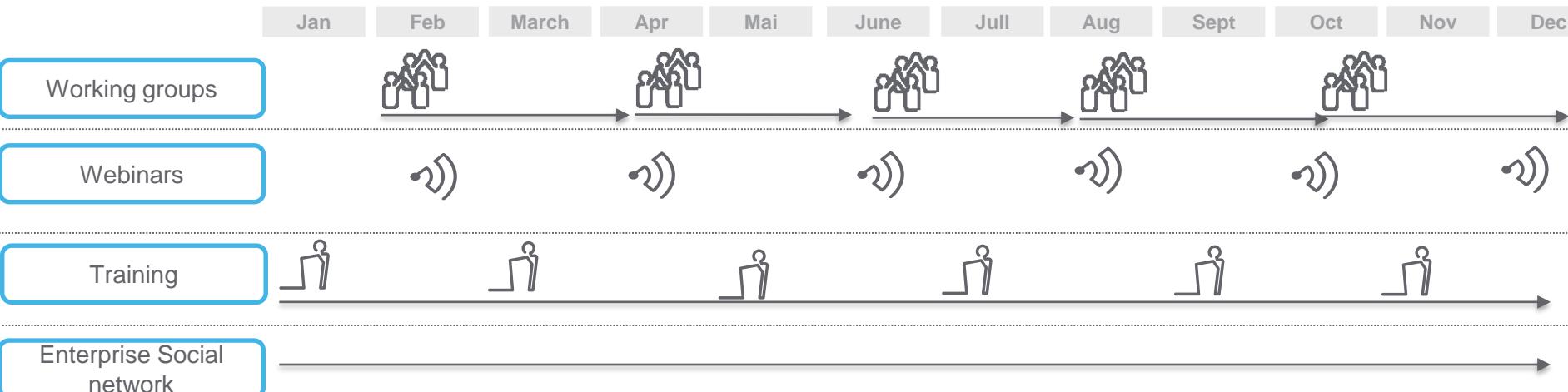
Benefits for the business

Benefits for the customers

Community Leaders' network animation plan



Interactions



Tangible value from knowledge shared & reused

Success stories examples – Gold Communities 2017



Schneider
Electric



Power Conversion Community Lead by Michael

"Small, efficient and affordable inverters are a hidden but essential part of the energy revolution that is having a huge impact on all our lives. In response to Google's 'Little Box' challenge, Schneider Electric's Power Conversion experts created a miniature prototype inverter that won 2nd place out of 2,000 entries. This was possible thanks to the outstanding efforts of a diverse range of experts, brought together by the Power Conversion Community."



Plastic Community Lead by Delphine

In an increasingly strict regulatory context, designing environmentally friendly products is a strategic challenge for a responsible company. Schneider Electric's Plastics Community helps the company massively reduce the risks associated with plastics use, thanks to the Schneider Electric Materials and Chemicals Directive, written to address the constraints facing all the different stakeholders.



Global Labs Technical Community Lead by Wu

As Schneider Electric's R&D teams develop global multi-site projects, it has become imperative to guarantee consistent tests results from lab to lab. The Global Lab Technical Community allowed Schneider Electric experts to work together at a global level and with unprecedented cooperation, to unify and deploy global test methods that reduce waste and improve time-to-market.

Conditions of success of CoPs

Research: Identify the **key success factors** of the Schneider communities

Through **interviews of 15 community leaders** and a **survey answered by 1200 community members**

Research conducted by CERAG: Centre d'Etudes et de Recherches Appliquées à la Gestion, Université Pierre-Mendès-France, Grenoble, France, 2017

Research funded by Schneider Electric (Knowledge Management Office) and CERAG

A blurred background photograph of a basketball game in an arena. Spectators are visible in the stands, and several hands are raised in the foreground, likely cheering or clapping.

1

Community
Leader
Involvement

2

Jobs and
Membership
Synergy

3

Trust

Extra Key Success Factor

Enterprise Community Program



Schlumberger

