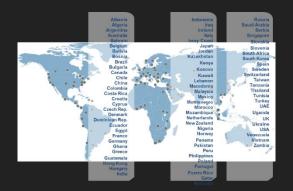
### ESTABLISHING KNOWLEDGE MANAGEMENT

**Simon Atkinson** 



### The world of market research

















# "There is no such thing as a silent expert."











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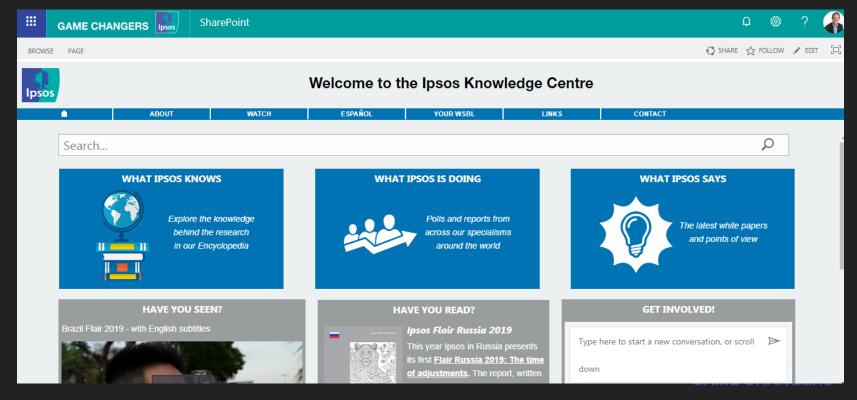






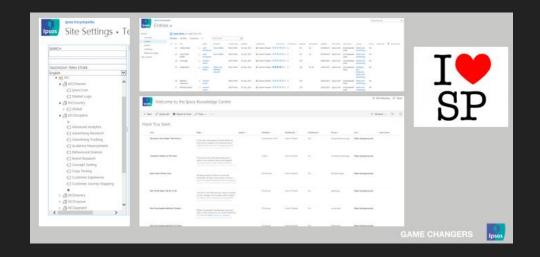


### Define, Organise, Share What Ipsos Knows...





### Actually, Sharepoint was OK





### #2: No two KM set-ups are the same

**Document Document** Feed Learning and **Document Capabilities and** "What Ipsos "Lessons Learned" **Development Know How** Knows" Develop **Build Project Support Client Work** Improve KM set-up **Communities Database/Archive** (Desk Research)

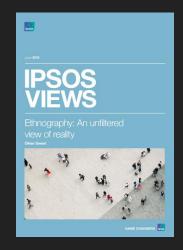


### **Ipsos Knowledge Centre**

#3

# We needed specialist expertise

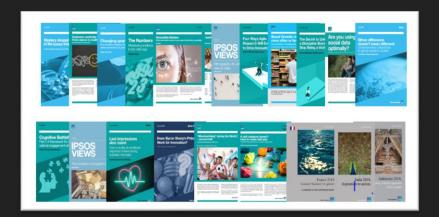








"Emblematic Products" really helped us







### Communicate Communicate Communicate



What we have built is still rather delicate



