

DepEd Advisory No. 480, s. 2011
In compliance with DepED Order No. 39, s. 2009
This advisory is issued for the information of DepEd officials and personnel
(visit DepEd website at www.deped.gov.ph)
September 21, 2011

**CONDUCT OF THE e-LEARNING COURSE ON KNOWLEDGE MANAGEMENT (KM)
FOR THE SERVICE SECTOR**

The Asian Productivity Organization (APO) and the Development Academy of the Philippines, through its Center for Knowledge Management will conduct the **e-Learning Course on Knowledge Management (KM) for the Service Sector** on December 5-7, 2011 at the Fourth Floor, DAP Building, Ortigas Center, Pasig City.

The course aims to train the participants from the service sector on the KM methodology, framework, tools and techniques and in the APO KM framework and implementation approach.

The KM is a discipline that enables individuals, teams, organizations, and communities to capture, store, share, and apply their knowledge collectively and systematically to achieve specific objectives. As an e-learning course, this is an enriching opportunity to interact and exchange ideas with other participants from Fiji, Indonesia, Malaysia and Vietnam via video conferencing facility. The presentations will be interactive, covering group exercises, case studies, and a question and answer portion with the resource persons. An examination will be conducted after the end of the course.

The topics to be discussed are the following:

1. What is KM? and why KM is necessary?;
2. KM tools and techniques;
3. KM and its benefits to the service sector;
4. KM to increase stakeholder satisfaction such as accelerating innovation and motivating people;
5. The APO KM Framework and Implementation Approach.

The course fee is Four Thousand Five Hundred Pesos (PhP4,500.00) per participant to cover the course materials, certificates and meals (lunch and snacks).

The deadline of registration is on **November 4, 2011**.

For more information, contact **Ms. Ellinor T. Santos** or **Ms. Chonette Cristobal** at telephone nos.: (02) 631-2128/(02) 631-0921 to 30 local 164/116 or send a message at e-mail address: santose@dap.edu.ph.