

Knowledge management at the European Commission (DG COMP)

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Competition



Background

HR challenges: turnover rate, junior staff, 5% staff cut

Organisational challenges: work complexity, institutional memory

2009 : project kick-off (brainstormings and internal consultations) 2010: drafting the KM strategy

2011: creation of the KM team (5 FTE)



KM : improving the way we work

Organisational : lessons learned, regular case handler brainstormings and collective input on legal / economic question, revamp of our Manuals of Procedures, summaries of important legal notes, past case law etc.

HR : special training for newcomers, interview of senior leaving staff to keep the organisational memory and expertise, general training on "hot topics" and "top talks" for all staff



KM : improving the way we work

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