

ENTERPRISE E_xCELLENCE MANAGEMENT GROUP INTERNATIONAL, INC.

X = Strategic Planning
 X = Knowledge Systems
 X = Integration Management
 X = Business Process Reengineering
 X = Transformation Management
 X = Technology Assessment
 X = Human Factors Engineering
 X = Human Behavioral Models
 X = Organizational Development

E_xMG is a Virginia C Corporation founded in June 2000. It is comprised of a nucleus of Associated Consultants and networked with additional consultants, corporations and institutional entities on an as needed basis. The Institute of Knowledge Management at The George Washington University represents a key affiliation where E_xMG participates in both academic research and commercial consultancy activities

E_xMG's pool of seasoned professionals represent decades of business, government and academic experience. We have the ability to quickly assess the "As Is" and "To Be" environment/processes/status and culture of an enterprise. We work with stakeholders as an unbiased, external source of experience and knowledge to bring transformational changes to an enterprise which might otherwise take years and extensive efforts to accomplish.

**E_xMG—A "MENTORING
CONSULTANCY"**



ASSOCIATED CONSULTANTS

James D. Baker, Ph.D. – Principal Associate

Human factors engineering, experimental psychologist, systems engineering, modeling and simulation, teaching
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 KMS assessment and design, information systems, systems engineering, strategic planning, intelligence systems, leadership, DSS, transformation management, teaching, facilitating

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KM analyses, systems engineering, artificial intelligence, electrical engineering, DSS, knowledge engineering, transformation management, teaching, facilitating

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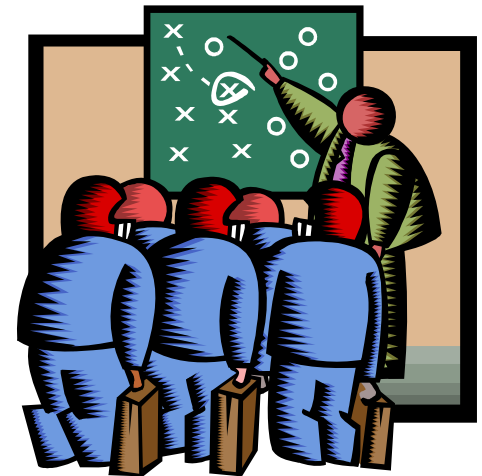
Organizational development, distance learning, reengineering (IBM applications development training and education), teaching

Michael A. Stankosky, D.Sc. – Principal Associate

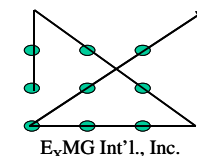
Lead professor KM program GWU, KM analyses, systems engineering, strategic planning, intelligence systems, transformation management, teaching, facilitating

DECISION MANAGEMENT GROUP

*A Division of
Enterprise Excellence
Management Group
International, Inc.*



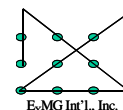
*"Think Outside The Box"
"Design Achievable Solutions"*



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DECISION MANAGEMENT GROUP PURPOSE

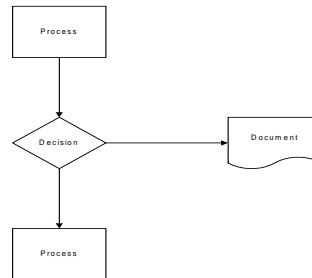
Someone recently said, “*We are drowning in information and starved for knowledge.*” Many systems are very good at acquiring and displaying information. The question becomes, “Now what?” “Now that I have all of this information, what do I do with it?”

What is often missing are the decision processes that put the information to use in order to achieve the desired result. These “hidden” processes include how to properly:

- Assimilate the information
- Perform an assessment
- Determine what actions need to be taken
- Communicate a clear set of instructions for those actions
- Monitor how well the instructions are carried out
- Measure the impact and feed the results back into the system, so the organization continues to learn and grow.

Performing the above steps requires a very unique set of skills. Information systems apply a discipline known as *information engineering*. The successful application of information requires a completely different discipline known as *knowledge engineering*.

DECISION MANAGEMENT SOLUTION



Here are three points to consider when looking for a knowledge engineering provider:

First, there must be minimal impact on people’s time, especially the subject matter experts. Don’t believe claims that tools can automatically capture tacit knowledge. There has to be guided interaction with the subject matter experts. And contrary to what some might tell you, the knowledge capture process is extremely labor-intensive. However, your best experts can’t and shouldn’t have to contribute more than one or two hours per week to the knowledge capture process. This is possible only if you have a highly qualified and experienced team of knowledge engineers to assist you in designing and developing the system.

Second, recognize that expertise comes in many different flavors. Is the thought process highly analytical or intuitive? Sequential or random? Factual or judgmental? There is no “one size fits all” approach. You should work with someone who knows what methods and tools are appropriate for your situation. And here’s one way to tell...

Third, ask any knowledge engineering vendor, “Do you use the tools that you are selling?” At ExMG, we and our partners use the tools we sell to capture and maintain our knowledge about knowledge!

DECISION MANAGEMENT GROUP’S APPROACH

Our knowledge engineering approach is simple, and is built upon the following four steps:

1. **Identify the critical work** – this means your resources are selectively invested only in the areas that are most important
2. **Identify the knowledge sources**, i.e., those places in which the critical work is performed with the greatest degree of success. Knowledge sources include: 1) people, such as subject matter experts; 2) organizations, such as communities of practice; 3) the knowledge artifacts that people and organizations create, such as documents, case histories, stories, etc.
3. **Capture the thought processes and decision processes** that are being applied successfully by the knowledge sources
4. **Embody those processes**, using an off-the-shelf system (applying standards such as XML), and make them readily available to the end user community. Ideally, the thought and decision processes should be embedded along with the information being disseminated.

Most knowledge management systems contain large volumes of information and very little knowledge. “*Getting the right information to the right people at the right time*” is a slogan often heard in the IT arena. However, in addition to information, knowledge systems must provide the correct “know-how” for properly applying the information, within the context of the particular situation.

Our hands-on experience with the latest tools will ensure that you will have access to the best technologies available to take your knowledge management solution to a higher level of performance.

