This case study outlines the Holcim's 'Cage Machine' project using the InnoWise™ framework and tools – the Knowledge Canvas™ and Knowledge Pulse™.

INTRODUCTION

Andrew Heley (National Manager R&D, Innovation and Assets) of Holcim, has tested the Knowledge Canvas and Pulse products on an innovative project - installing a robot to weld cages used for making concrete products – called the 'Cage Machine'. The Cage Machine was being tested and commissioned at one of their production facilities and Andrew was starting to plan for installations at other facilities.

RESULTS

The Knowledge Pulse™ survey was sent to personnel involved in the creation of the idea, the solution and the knowledge objects. At first Andrew thought the project was at the Adopt part of the Innowise™ process. However, following the feedback received from the survey, it was realised that the Machine was still in the Creation phase, as it was still being tested in its initial form and not ready for further installations or wider implementation or training.

It was a learning for Andrew and for InnoWise™. We now have a simple checklist to see where your project is in the InnoWise™ process to allow the appropriate questions to be asked; since the Knowledge Pulse™ has specific questions for each phase.

The mapping checklist can be sent to stakeholders involved in the project to garner their perspective. The results show where you are at in the innovations development and what aspects might be missing to complete a particular phase.

The information that was received from the Knowledge Pulse™ (consisting of Likert scale and open-ended questions) were analysed to determine a trust and energy rating for both the solution and knowledge aspects. The analysis was summarised in a report with recommendations made for Andrew to focus on the next steps of the machine's development. Andrew found the results and the analysis very useful and he has acted on many of the recommendations.

WHAT'S THE BENEFIT

The benefit of using the InnoWise™ framework and tools are described by Andrew:

"The tools provide a good insight and it all makes sense.

"The Knowledge Canvas needs to be introduced into the group before deploying it or using it as sometimes, there is no time to explain and so may cause confusion.

There is value in the Canvas, as it provides a great conduit for ongoing conversations and would be most beneficial to use through the entire lifecycle of the project.

It is good that the survey's can be deployed in a flexible manner [email, interview, workshop] - to suit a variety of circumstance and people's ability to engage.

The tools would definitely be useful for other projects."