

CPD Series:

Knowledge Management in Transport

Course Code: SC 25-010

25 April 2025 (Friday), 7:00 pm – 10:00 pm

Objectives and Learning Outcomes

Knowledge is one of the key success factors for both individuals and organizations, which can help them achieve continuous improvement and competitive advantages. Tacit knowledge (隱性知識) is something that “we can know more than we can tell” and practically named as “EXPERIENCE”. Experience of frontline staff is the most valuable resource for an organization to perform incredible service.

The course introduces practical Knowledge Management tools, allowing participants to apply them in their workplace, and enabling them to share and reuse tacit knowledge.

Upon completion of this course, participants will be able to:

- Understand knowledge management and its importance to an organization's performance
- Apply different Knowledge Management tools in their workplace
- Establish and promote Knowledge Management in their organization
- Tailor-make their own tools that are suitable for their workplace and organization

Who Should Attend

- All levels of staff who may be involved or take lead in implementing Knowledge Management
- Anyone who is interested in acquiring more knowledge for lifelong learning and improvement purposes

Pre-requisites

Senior Secondary or above*

Language

Cantonese with English terminologies (with presentation slides in English)

Venue

MTR Academy - Hung Hom Centre

Mode of Learning

Classroom lecture

Programme Structure

This course includes the following major topics:

- Basic principles of Knowledge Management
- Applicable KM tools and their applications
- KM measurement and test in transport/logistics workplace
- Case study



Speaker



Mr Roger K.Y. Chan

CMILT, Six Sigma Black Belt,
HKSTLA (Fellow Member),
Logistician (China), MBA and
MSc(BA), Certified ESG Planner

Roger K.Y. Chan, a senior manager of logistics MNC, has worked in the industry for over 35 years with extensive experience in people management with corporations of different sizes. Roger did successfully prove the relationship between knowledge management and creativity of individual in one of his dissertations.

Roger spends years on studying and applying Knowledge Management tools in different industries to enhance their competitiveness among their own industries.

Certificate of Attendance

Each participant will receive a certificate of attendance showing 3 hours upon successful completion of this programme. (Remarks: This course equivalents to 15 CPD points as accredited by CILTHK.)

Programme Fee	Early Bird Fee	Discount Scheme
\$380	\$342 (Paid registration on or before 13 April 2024)	15% off for <ul style="list-style-type: none">– members of supporting professional bodies ^– full time staff of MTR and its subsidiary companies,^– full-time students (Senior Secondary or above) ^Latest details, please refer to our webpage

Application Methods

Online

Applicants can enrol and online payment by credit card at <https://www.mtracademy.com>

Enquiry in Person

Address: MTR Hung Hom Building, 1/F., 8 Cheong Wan Road, Hung Hom, Kowloon

Opening hours: Monday – Friday: 9am – 8pm; Saturday: 9am – 12:30pm

Closed on Sundays and Public Holidays

Closing Date for Registration

Please note that due to limitations of venue capacity and relevant logistics, all registrations must be made at least 2 working days prior to the delivery date of individual modules. No walk-in registration will be entertained.

*MTR Academy reserves the right to turn away successfully enrolled individuals who do not meet prerequisite.