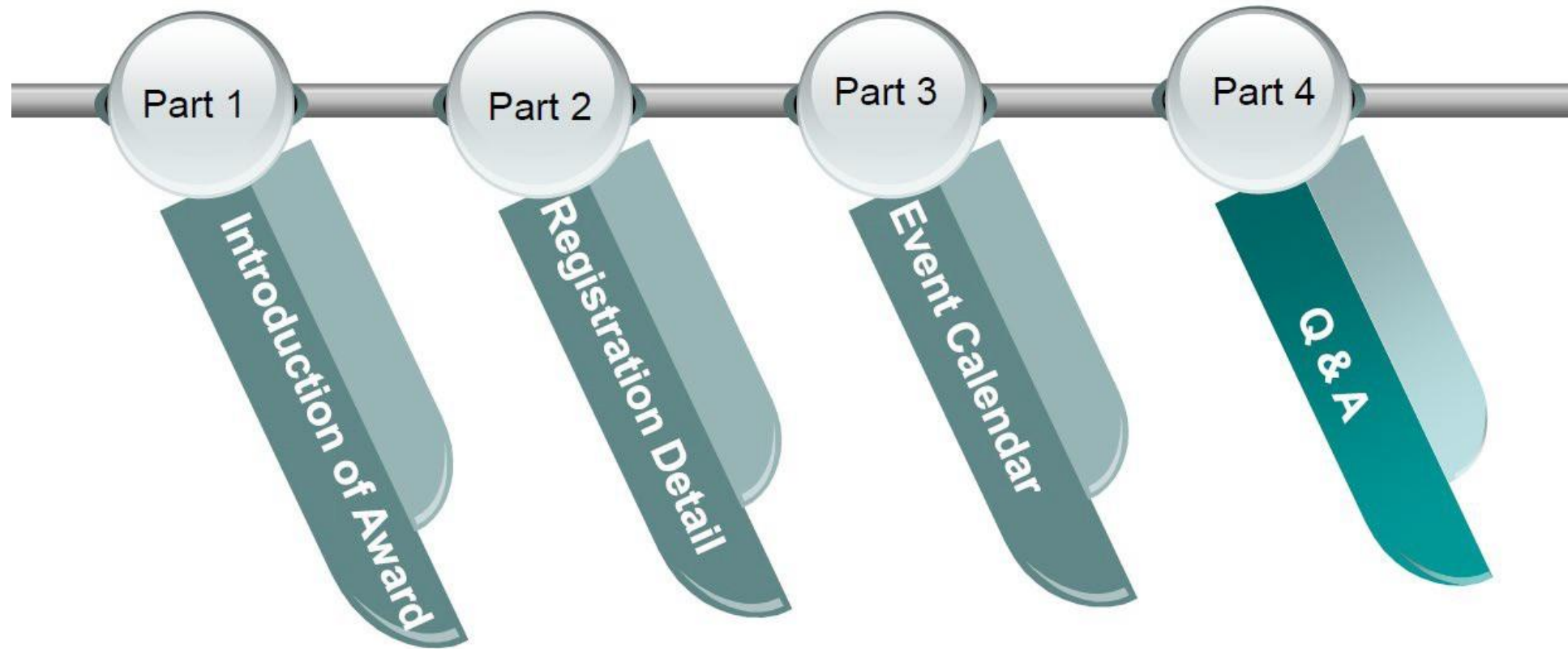


Hong Kong MIKE Award Briefing Session







Mr Rory Chase

Teleos, in association with The KNOW Network, established the Global Most Admired Knowledge Enterprises (MAKE) research program in 1998. A number of regional and national MAKE studies have been conducted annually. Since its birth, the MAKE Award has witnessed a progressive maturing of knowledge management, which enabled the making of many successful companies and organizations worldwide. Due to the retirement of Mr. Rory Chase of Teleos based in London, he announced the successful completion of this Global MAKE Award in 2017.

After closing of the Award, an international working group has been formed to continue and build upon the MAKE framework to a new dimension, through the MIKE Awards which stand for the **Most Innovative Knowledge Enterprise**.

**This was announced by Mr. Rory Chase in December 2017 before its closing.*

What is the MIKE Award?

The **Most Innovative Knowledge Enterprise (MIKE) Award** builds on the original Most Admired Knowledge Enterprise (MAKE) Award as conceived by Mr. Rory Chase of Teleos in 1998.

An International Global MIKE Award Committee and Global Administration Unit are set up to oversee the policy of running and implementing the Award in different countries respectively. The international committee comprises representatives from several international societies / association in KM, learned societies as well as world experts in this area.

The objective of the Award is to benchmark the best practices how companies and organizations cultivate and convert their enterprise knowledge into superior products, services and solutions based on an intellectual capital framework.

We aim to identify top **100 global best companies (MIKE 100)** worldwide in the new knowledge economy.



Global MIKE Award Founding Members



(Honorary Advisors)

Prof. Leif Edvinsson
Emeritus Professor of Intellectual
Capital
Lund University
Sweden



(Honorary Advisors)

Ikujiro Nonaka
Emeritus Professor
Hitotsubashi University
Japan



(Chairman)

Dr John Dumay
Associate Professor
Macquarie University
Australia



(Coordinator)

Ir. Prof. WB Lee
Emeritus Professor
The Hong Kong Polytechnic
University
Hong Kong



Prof. Chen Jin
Director of Research Center
for Technological Innovation
Tsinghua University
China



Prof. Eric Tsui
Associate Director of Behaviour and
Knowledge Engineering Research
Centre
The Hong Kong Polytechnic University
Hong Kong



Nafiseh Payani
CEO
Iranian School of Graduate
Studies in Business
Management and
Entrepreneurship (SBE)
Iran



Prof. Peter Heisig
Professor for Information and
Knowledge Management
University of Applied
Sciences, Potsdam
Germany



Prof. Maurizio Massaro
Professor
Ca' Foscari University of Venice
Italy



Prof. Aino Kianto
Professor of Knowledge Management
Lappeenranta University of
Technology
Finland



Ms Eng Grace Najjar
Managing Director of Project
Management Institute
Founder of MENA MIKE
Middle East North Africa



Mr. Ramesh.K
Director & Head- CII Karnataka
State office
India



Dr Vincent Ribiere
Managing Director
The Institute for Knowledge
and Innovation Southeast Asia
(IKI-SEA) - Bangkok University
Thailand



Prof. Chitoshi Koga
Professor, School of Business
Management, Tokaigakuen
University;
President, Japan Intellectual Capital
Management Association (JICMA)
Japan



Prof. Constantin Bratianu
Professor
Bucharest University of
Economic Studies
Romania

Global MIKE Award International Committee

1. Prof. Leif Edvinsson Universal Networking Intellectual Capital
2. Prof. Constantin Bratianu, international Association of Knowledge Management
3. Dr. Moria Levy, KM Global Network (KMGN)
4. Professor Meir Russ, International Institute for Applied Knowledge Management (IIAKM)
5. Prof. Chitoshi Koga, Japan Intellectual Capital Management Association
6. Dr John Dumay, Macquarie University
7. Dr Vincent Ribi re, Institute for Knowledge and Innovation Southeast Asia (IKI-SEA), Bangkok University
8. Ir. Prof. Rongbin WB Lee, The Hong Kong Polytechnic University (**Chairman**)

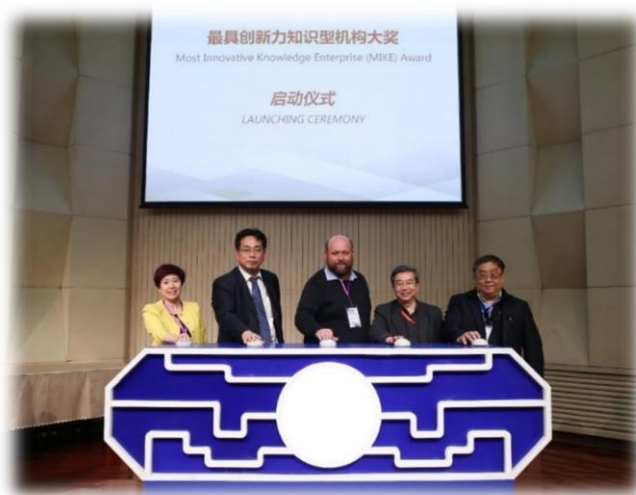
The Most Innovative Knowledge Enterprise (MIKE) Award Launching Ceremony



(Chairman of Global MIKE Study Group)
Dr John Dumay
Associate Professor
Macquarie University
Australia



(Coordinator of Global MIKE Award)
Ir. Prof. WB Lee
Emeritus Professor
The Hong Kong Polytechnic University
Hong Kong

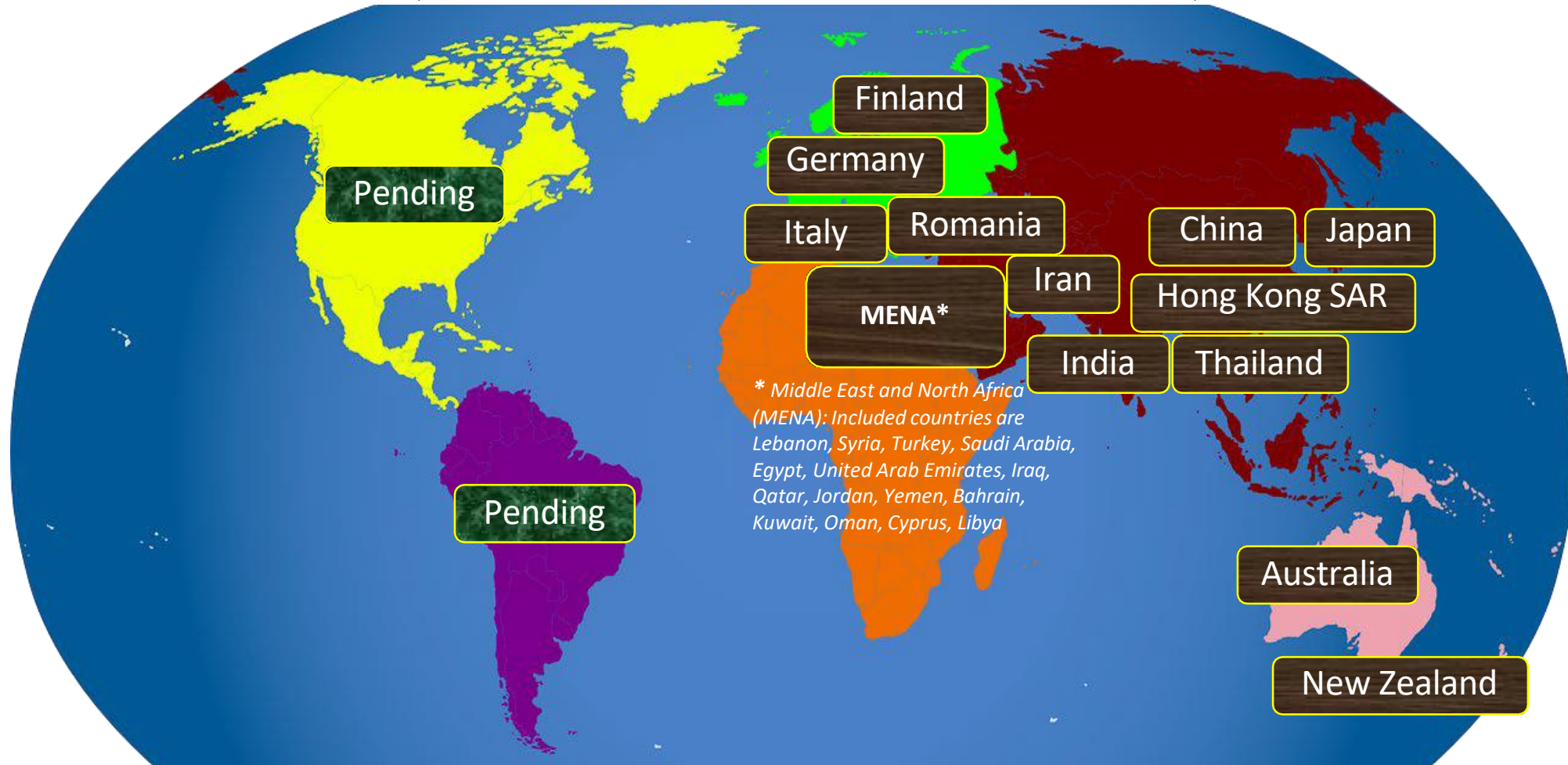


MIKE Award Launching Ceremony

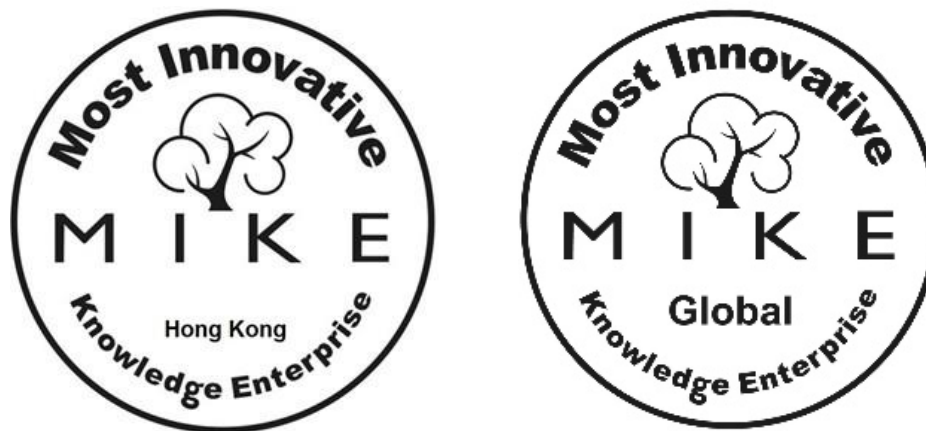


2017 MAKE Award presented by Prof. Ikujiro Nonaka

Global MIKE Award is supported by many countries



Winners of Hong Kong and Global MIKE Award



Since 2018,

There are 14 Hong Kong organizations obtaining Hong Kong MIKE Award
13 of them have further won Global MIKE Award

Global MIKE Award Administration Unit

Institute for Knowledge and Innovation Southeast Asia (IKI-SEA)

Bangkok University, Thailand



Dr. Vincent Ribiere
Managing Director
The Institute for Knowledge and
Innovation Southeast Asia (IKI-SEA)
Bangkok University
Thailand



Asian Knowledge and Innovation Forum cum MIKE Award Presentation Ceremony 2023



Asian Knowledge and Innovation Forum cum MIKE Award Presentation Ceremony 2022



Asian Knowledge and Innovation Forum (AKIF)
亞洲知識及創新論壇

AMPLIFYING SUCCESS WITH KNOWLEDGE AND INNOVATION IN AGE OF DIGITALISATION

知識 + 創新：賦能數碼時代，智維成功新境

28.03.2023 (TUE) | 09:15-16:00

HOTEL ICON
17 Science Museum Road, Tsim Sha Tsui East, Kowloon, Hong Kong

[Register now](#)

RSVP by 13.03 (MON)

Organisers
The Hong Kong Polytechnic University
BAKE
ARUP

Supporting organisations
IKI-SEA

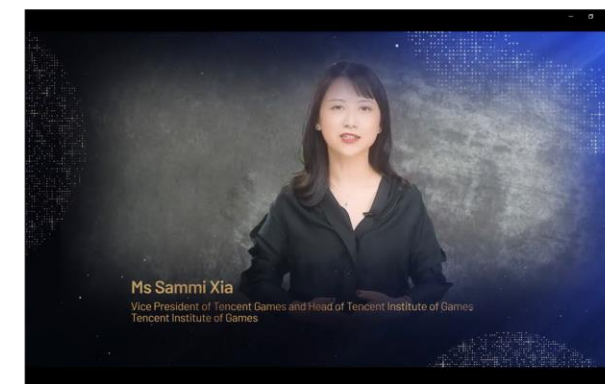


While COVID-19 has accelerated digital adoption across industries, the innovation gap between organisations is increasingly widening. The digital transformation, combined with intelligent knowledge management (KM) systems, are continuously driving innovations that set organisations apart and set the course for success in the post-pandemic world.

The emergence of artificial intelligence and its derivative technologies such as machine learning and deep learning are shaping the future of KM – making knowledge more discoverable, more sharable, and enabling collaborative innovation at speed.

What are the latest applications of these digital technologies in KM? How can we translate information to insight for innovation with a smarter KM system? In this forum, speakers from across sectors will share their journeys and thoughts on how the convergence of digital and KM is amplifying success with collective intelligence and innovation.

Asian Knowledge and Innovation Forum cum MIKE Award Presentation Ceremony 2021



Asian Knowledge and Innovation Forum cum Hong Kong MIKE Award Presentation Ceremony 2020



For many of us, it is likely that our New Year's resolutions for 2020 were derailed due to the COVID-19. The pandemic has turned the world upside down, from how we work and live to the very basics of social interactions. It has also forced many organisations to explore new ways to share and manage knowledge and drive innovation.

The annual Asian Knowledge and Innovation Forum (AKIF) is intended to provide a unique opportunity for management and organisational development professionals to share their know-how, expertise and experience in employing innovative strategies to enhance knowledge sharing, learning and management.

The Hong Kong Most Innovative Knowledge Enterprise (MIKE) Award will also be presented at this occasion, where the award winners will share insight about some of their best practices in knowledge management.



Asian Knowledge and Innovation Forum cum Hong Kong MIKE Award Presentation Ceremony 2019



Asian Knowledge and Innovation Forum cum MIKE Award Presentation Ceremony 2018



Benefits of joining the MIKE Award

1. Nominated to compete at the Global MIKE Award. Successful applicants will be recognized as a Global MIKE 100 organization
2. Provide an opportunity for the organization to conduct a self-assessment with reference to other organizations on knowledge and innovation processes
3. Receive feedback from an international panel to benchmark worldwide practices
4. Join an annual networking forum with like-companies

Evaluation Process

A panel of well-known senior business executives and leading knowledge management experts will be formed to select the winners of the Hong Kong MIKE Award.

Applicants are required to submit a written report.



Assessment

Part A - MIKE Assessment Criteria (Sustainability Factors)

Please **write narrative/stories on your effort** you have put into each of the 8 criteria below reinforced by examples, photos, supporting data, events, news clippings or websites etc.

Criteria	Intellectual Capital Element
1. Empowering knowledge workers for innovation	Intellectual Capital Element: Human Capital (HC)
2. Strategic, visionary and transformative leadership	Intellectual Capital Element: Human Capital (HC)
3. Living up to customer and stakeholder expectations and needs	Intellectual Capital Element: Relational Capital (RC)
4. Developing internal & external networks and connectivity	Intellectual Capital Element: Relational Capital (RC)
5. Cultivating an organizational innovation culture	Intellectual Capital Element: Structural Capital (SC) – Innovation Capital
6. Investing in knowledge-based products/services/solutions	Intellectual Capital Element: Structural Capital (SC) – Innovation Capital
7. Enforcing knowledge practices and systems for knowledge creation	Intellectual Capital Element: Structural Capital (SC) – Process Capital
8. Implementing creative and virtual concepts / spaces to create stakeholder value	Intellectual Capital Element: Structural Capital (SC) – Process Capital

Assessment

Part B - Innovation Performance (output)

How do you measure innovation performance in your organization? Please select the most appropriate measurement indicator(s) for your organization and provide a self-appraisal with data and evidence. You may select more than one measurement area and describe how exactly you measure your innovation performance for each selected area.

- ☐ New products / services/ brands / business models developed
- ☐ Market share/new product sales
- ☐ Patents/licenses/royalties
- ☐ Process, technology or channel improvements
- ☐ Revenues /incomes/turnover
- ☐ Customer/client satisfaction
- ☐ Prizes/awards/honors, etc.
- ☐ Ideas in (closed and open) innovation pipelines, etc.
- ☐ Others

Assessment

Part C - Proven Practices

Starting this year, we are expecting Hong Kong MIKE participants to share 2 Proven Practices (also often called Good or Best Practices). One proven practice should be related to Knowledge Management (KM) methods and one related to Innovation Management (IM) method. Preferably, these proven practices should be novel ways to address a challenge you faced and solved.

Proven practices are methods that have been demonstrated to be effective and lend themselves to replication to other groups, organizations, and contexts .

E.g. it could be how you found a novel way to further engage your employees to share their knowledge, or how you found a novel way to assess a large number of ideas suggested by employees, or anything related to KM or IM practices.

This year we partnered with Wegrow (wegrow-app.com) which volunteered to provide the MIKE award with proven practice sharing platform. You will be expected to enter your Proven practice by directly accessing our Global MIKE Award proven practice platform at: <https://mike-award.wegrow-app.com>

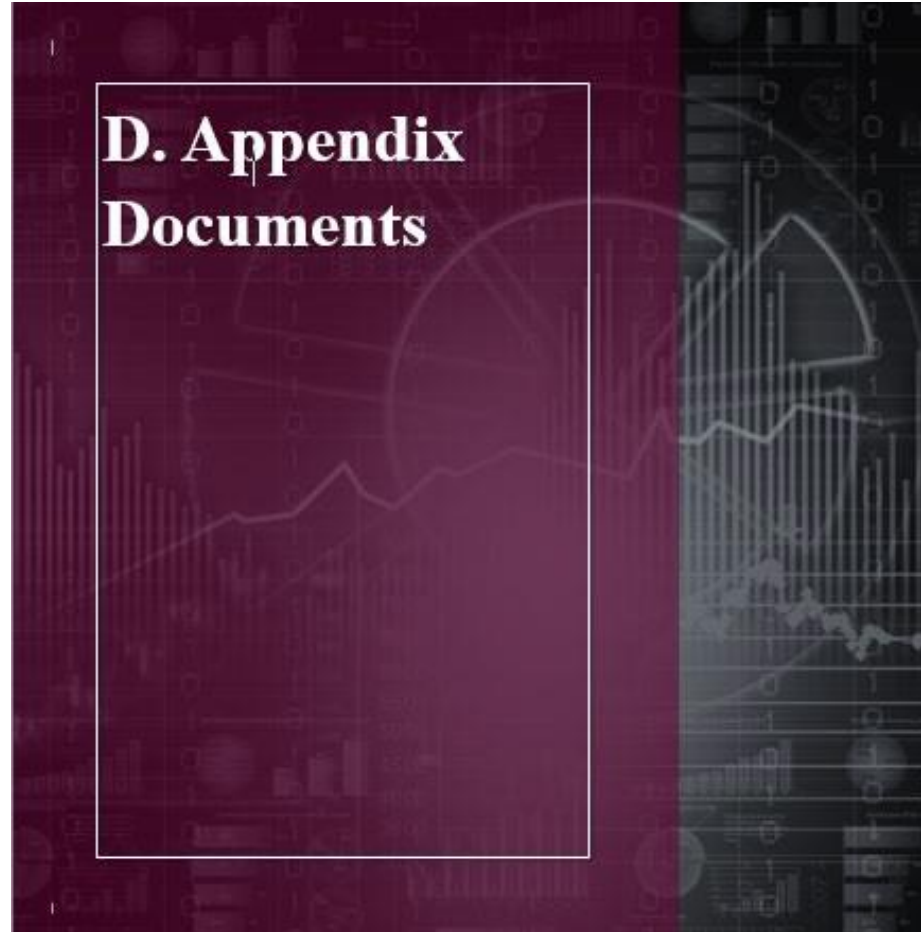
First request an account, and once approved by us, you will be granted access to the platform to submit your 2 proven practices. The proven practice will be structured as displayed on the right.

Title of Proven Practice #1 submitted
(Knowledge Management related):

Title of Proven Practice #2 submitted
(Innovation Management related):

Assessment

Part D – Appendix Documents



Submission Guideline (HK MIKE Award)

The Submission Report should include 4 Parts A, B, C and D in the format as follows.

- A4-size, with single-lined spacing and minimum font size of 12 points
- Maximum 2 pages per criteria for Part A; maximum 1 page per measurement for Part B (including tables and figures)
- The 2 proven practices will have to be directly entered on the Wegrow MIKE online platform (<https://mike-award.wegrow-app.com>)
- Appendices (optional such as company annual reports, articles, newspaper clippings etc.; maximum of 5 items)
- Start a new page for each section
- Insert page numbers in the report
- File size is limited to 20 MB



Hong Kong Most Innovative Knowledge Enterprise Award

Application & Assessment Form

2024



Organizer



BAKE 行為與知識工程研究中心
Behaviour and Knowledge Engineering Research Centre

Co-organizer

Arup University

Supporting organizations



I.2) Application Form

In which of the following 5 MIKE categories would you like to apply (select only ONE that matches your organization profile)?

- ☐ Large private organizations
- ☐ Government organizations
- ☐ State Enterprise Companies
- ☐ Associations, Institutions and non-profits
- ☐ SMEs - Startups

Name of Company / Organization:

(The name stated here will be displayed in all promotion and collateral materials associated with the award including Trophy and Certificate. No change is allowed after submission.)

Contact Details

Name

Position:

Address:

Country/Region:

Tel No. (with country code):

E-mail Address:

Company/ Organization Details

Business Registration No.:

(For public organization without a Business Registration number, please fill in "0" in the field.)

Type of Organization:

(e.g. Private / NGO / Government)

Type of Business:

Local / National / International

Please State the Business Group / Unit:
(if any)

Total Number of Employees:

(i.e. the units in which the MIKE applies and spreads to)

Listed Company/ Organization in Stock Market:

Yes / No

Date of Establishment:

year / month / day

Website:

http://

Company Logo
(one .jpg or .png file format)

Please provide your company logo via email.

To whom the invoice should be addressed to (please provide full name, address, email, company Tax Number (if any))

Application

Requirements

Any organisation operating in Hong Kong is eligible to apply. Applicants should complete the application form and enclose a KM story covering its KM activities and outcomes taking place in Hong Kong.

Application Fees

Upon submitting the application, please settle an application fee of HK\$3,000 by issuing a crossed cheque made payable to "The Hong Kong Polytechnic University" and send it by post.

HK MIKE Award winners who are nominated to join Global MIKE Award will need to pay the corresponding application fee. For details, please visit <http://www.globalmikeaward.com/>.

Important Dates

Timeline	Activity
Option 1 : 31 May 2024, 10:00am	Online Briefing Session
Option 2 : 6 June 2024, 10:00a.m.	
20 August 2024	Application Deadline
September 2024	Result Announcement
2025	Award Presentation Ceremony

Application Deadline: 20 August 2024

Winners of the Hong Kong MIKE Award

2019 to 2023

1. Airport Authority Hong Kong - Hong Kong SAR, China
2. Aurecon
3. The Bank of East Asia, Limited
4. Caritas Jockey Club Lok Yan School
5. CLP Power (Hong Kong) Limited
6. Construction Industry Council
7. Electrical and Mechanical Services Department, The Government of the HKSAR
8. EY, Hong Kong
9. Faculty of Education and Human Development, The Education University of Hong Kong
10. Fung Academy
11. Henderson Land Development Co. Ltd.
12. Hong Kong Correctional Services Department, The Government of the HKSAR*
13. Hong Kong Fire Services Department, The Government of the HKSAR*
14. Hong Kong Police Force, The Government of the HKSAR*
15. Leighton Contractors (Asia) Ltd
16. OpenCertHub Academy
17. Sino Innovation Laboratory Limited
18. Water Supplies Department, The Government of the HKSAR*

Winners of the Global MIKE Award 2023

(in alphabetical order)

1. AFCONS Infrastructure Limited - India
2. Airport Authority Hong Kong - Hong Kong SAR, China
3. Aurecon* - Hong Kong SAR, China
4. Bangchak Corporation Public Company Limited (BCP) - Thailand
5. BINUS University - Indonesia
6. CLP Power Hong Kong Limited* - Hong Kong SAR, China
7. Cognizant Technology Solutions - India
8. Construction Industry Council - Hong Kong SAR, China
9. Dubai Municipality* - UAE
10. Electrical and Mechanical Services Department, The Government of the Hong Kong Special Administrative Region - China
11. FinDreams Battery Co.,Ltd - China
12. Henderson Land Development Co. Ltd. - Hong Kong SAR, China
13. Hong Kong Correctional Services Department* - Hong Kong SAR, China
14. Hong Kong Fire Services Department* - Hong Kong SAR, China
15. Hong Kong Police Force (Hong Kong Police College)* - Hong Kong SAR, China
16. Nokia Cloud and Network Services* - USA
17. PT MRT Jakarta (Perseroda)* - Indonesia
18. PTT Exploration and Production Public Company Limited (PTTEP)* - Thailand
19. SAKIGAKE-Semiconductor - Japan
20. SUPCON Technology - China
21. Tata Chemicals Ltd. - India
22. Water Supplies Department - Hong Kong SAR, China

An Overview of the MIKE Winner's Program

- **AI Integration with KM:** Explainable AI relies on traditional KM disciplines (knowledge capture, content structuring, taxonomies, information governance) to succeed.
- **AI Enhancing KM:** AI automates labor-intensive KM tasks (content cleanup, tagging, restructuring), speeding up KM transformations.

Connecting All Data

- New methods, called semantic layers, connect all types of data in an organization.
- This helps everyone find and use the right information easily.

More Interest from Executives

- Executives are more interested in KM because of the focus on AI.
- This means more money for KM projects if they are positioned correctly to support AI.

Conversational Knowledge Management

- New tools allow people to interact with an organization's knowledge by simply asking questions, much like using a smart assistant.



For further information,
please visit www.hkmikeaward.com



Enquiry (about application and registration)

Email: BAKE.info@polyu.edu.hk

Enquiry (about assessment)

Ms Nicole Sy, Arup University

Email: nicole.sy@arup.com

Q & A

