

Organisational knowledge

The organisation shall determine the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge shall be maintained and made available to the extent necessary.

When addressing changing needs and trends, the organisation shall consider its current knowledge and determine how to acquire or access any necessary additional knowledge and required updates.

The knowledge needed for the operations in a healthcare organisation includes knowledge concerning evidence based and best practice recommendations for all clinical processes included in the quality management system.

Note 1 Organisational knowledge is knowledge specific to the organisation; it is gained by experience. It is information that is used and shared to achieve the organisation's objectives.

Note 2 Organisational knowledge can be based on:

- a) internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in process, products and services);
- b) external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers)