

Kwinta Knowledge: Just the Right Amount of Info on the Moment You Need It.

An Kint¹

¹*Flemish Quality Management Center, Keizerstraat 20-22, 2000 Antwerp, Belgium*

For the past decades, quality organisations all over the world have prided themselves in providing the active quality manager with knowledge and expertise needed in his or her job. With Google and other search engines just one click away, the acute needs of the professional has changed drastically from the pure need of access to knowledge to the need of a reliable filters and validators of knowledge.

Inspired by these changes in context, the Flemish Quality Management Center has changed its role as a service provider to its members. Although the Centre is still keen in bringing the most recent insights and developments to its members, the focus of the digital service has shifted from product to service. Rather than defining its relationship with the members in terms of the amounts of knowledge, we now focus on organizing the knowledge in such a way that the members can tailor the available knowledge according to the need of the moment. We have created an international body of knowledge that combines a curated database with publications, PowerPoints, etc with a validated list of trusted websites. This knowledge is organized by format, sector, language, topic, etc and can be organized and searched by any combination of these criteria.

As such, the Flemish Quality Management Center has created a one-stop-knowledge-shop for quality professionals where one can find all necessary knowledge efficiently organized and tailored to the need of any knowledge profile.