

**Driven by Strategy.
Different by Design.**



Your Bosha Team.

The passion to create exceptional brand experiences is ingrained in the DNA of every Bosha team member.

While you'll receive a dedicated contact who is your primary point person, you'll have the opportunity to connect directly with strategists, designers, and members of our partner network.

Breaking down silos helps find solutions faster.

www.boshadesign.com



Our Knowledge Management Experts



Barb Bosha

Barb expertly conducts an orchestra of creative talent who turn knowledge, data, and information into compelling visual communications. Her passion is working with her team to create engaging visuals that clearly communicate desired outcomes. Barb has more than 35 years of corporate experience, which began with the chemical company Rohm and Hass and extends to her current work with Johnson and Johnson, the world's largest healthcare company. She brings to the table her expertise and the ability to facilitate a successful partnership between the client and her company, Bosha Design+Communications.



Linda Lavelle

Linda is a Knowledge Management leader who believes that the best knowledge in an organization can be identified, personalized, and shared to drive successful business outcomes. Linda had a 32-year career at Johnson & Johnson where she combined a people and process focus with her project management and innovation experience to create tailored knowledge management solutions.



Joanna Hagan

Joanna is a creative problem solver and enthusiastic learner with a passion for designing user-centered solutions for organizing and accessing data, information, and expertise. With a Masters degree in Library & Information Science, she spent over twenty years at Johnson & Johnson building and maintaining best-in-class knowledge management capabilities and services for a global community of over 40,000 professionals.

What we do.



Brand

- Research Strategy
- Design Strategy
- Consumer Definition
- Brand Messaging
- Identity Development



Strategic Communications

- Email Communications
- Employer and Initiative Branding
- Leadership Vision & Alignment
- Plan & Strategy
- Virtual Experience Events



Digital Marketing

- Channel Planning
- Integrated Campaigns
- Social Media
- Content Creation
- Search Engine Marketing
- Analytics & Reporting



Design

- Collateral and Marketing Materials
- User Experience
- Website & Knowledge Center Design
- Mobile Applications
- Service Design

15 Years serving
Johnson & Johnson



15+ Number of Johnson
& Johnson clients



1998 Year Established
& Incorporated








2001 WBENC
Certified

Knowledge Management

The means of ensuring that the best knowledge is readily accessible where and when needed.

The value of Knowledge Management (KM) in our world today

Opportunity

-  Digital Transformation
-  Hybrid Working Environment
-  The Great Resignation/Retirement
-  Preparing the Worker for the Future
-  Accelerating Innovation

Solution

KnowledgeManagement

Effective KM programs provide easy access to the curated knowledge new and seasoned employees need to do their jobs well — wherever they are located.

When fully implemented, KM governance processes ensure that:

- Expert knowledge is captured in time, preventing knowledge gaps that often follow organizational changes.
- Innovative ideas from anywhere in the organization are shared, not lost, expediting their development and employee growth for the future.

What is a Knowledge Center?

A digital environment where experts, information, and data are seamlessly brought together by purpose to form knowledge on an identified topic.

Knowledge Centers are “smart websites”, where users **embark on personalized journeys to the best knowledge**. They are easy to access and navigate, so employees can use them to take effective action where and when they need it.



Benefits of a Knowledge Center

**8x
improvement**

in time/speed to competency
for new employees

**12x
return**

on time spent by users
of KM capabilities

**25%
reduction**

in resolution times of
issues/problem-solving

**\$10–\$15m
benefits**

per 10,000 users/year

- One Source of Truth – single location for each piece of content
- Content curated by SMEs – Best Knowledge
- User-centric Experience

- Content is easy to locate
- Connection to Experts
- Success tied to Business Outcome – Knowledge Enabled Business Value (KEBV)

Knowledge Center vs Website



Knowledge Center

- Primary goal of providing a virtual environment for the user to obtain the best knowledge (information, data, expertise) to help in their daily role.
- Topic-based
- Curated knowledge based on expertise
- Targeted experiences are used to personalize the knowledge to the user
- One Source of Truth for content with ability to seamlessly share content with other KCs
- Use of KC is correlated to business value

Website

- Primary goal of providing access to a range of information that the organization wishes to share with others
- Organizational focus
- Outlines the roles, responsibilities, and structure of the organization
- Content shared with other websites using links that may break over time
- Risk of content not being kept up to date

How KM can add value to your company

Deployment of Personalized Learning Solutions

KM is essential as organizations strive to reskill and upskill employees. With looming retirements and an impending labor shortage, leaders recognize KM's role in learning and development. Especially in rapidly evolving knowledge domains, KM's self-directed and just-in-time resources—as well as its ability to connect sources and recipients of knowledge—are a critical complement to traditional training.

APQC (American Productivity & Quality Center) 2021

apqc.org



Benefits of Connecting Knowledge Management & Learning



Provide a digital portal for easy access to learning resources, tools, and platforms that enable learning for diverse, geographically dispersed, and mobile audiences

Enhance learning journeys by connecting actual data, information & expertise on strategic topics

Direct career paths by examining the functions of your company and the various roles required

Connect with internal communities to support learning goals

Embed learning at the point of doing the work to help employees be successful in their role

Knowledge Management for Emergency Planning



Upon launch of a Knowledge Center, you will realize:

Trusted, single source of truth access to content

- Emergency planning training aids, job aids, checklists, roles, and responsibilities documents
- Integration with document control standards

User-centered, intuitive design, and navigation

- Built in SharePoint
- Easy to use and maintain without expertise in coding
- Mobile friendly design

Access to Emergency Planning experts

- Identified owners for all content for users with questions
- Emergency Planning/Response community support

Evolve your KC with the following:


Ongoing Knowledge Capture and Share –

Ensure continuous improvement and new knowledge acquisition through Emergency Response Lessons Learned/Success Stories collection and sharing

Accelerate Innovation – Implement processes to capture and build on innovative ideas from the Emergency Planning/Response community

Samples of our work

KNOWLEDGE CENTER

SUPPLY CHAIN PROCUREMENT is a key function within  as well as an important element within our E2E Supply Chain.

Excellence in Business Engagement, Category Management, and Supplier Management creates and sustains a competitive advantage.








-  **UNDERSTANDING SUPPLY CHAIN PROCUREMENT**
-  **SUPPLY CHAIN PROCUREMENT OPERATING MODEL**
-  **BECOMING A SUPPLY CHAIN PROCUREMENT PROFESSIONAL**
-  **RESOURCES**






Supply Chain Procurement leads the procurement of materials, products and services for Supply Chain, including direct materials, indirect manufacturing, facilities services, capital engineering, as well as logistics infrastructure & transportation. Supply Chain Procurement is focused on our business partners' needs to drive sustainable and profitable growth while ensuring we meet reliability, quality, sustainability, and cost goals.

Procurement Conversations

Share thoughts, ideas, or updates

 Discussion  Question  Praise  Poll

 Pinned conversation

 **Malik Smith**    

Procurement News and Developments

-  **Q4 Global Supply Chain Procurement 'All Hands' Meeting**
-  **Global Procurement Town Hall December 14**
-  **Q3 Global Supply Chain Procurement 'All Hands' Meeting**
-  **Q3 2022 Newsletter SCP**

Our commitment is to developing a culture where Diversity, Equity, and Inclusion is advanced for everyone.

Over the next 5 years, Project 26 aims to increase external and internal recruiting efforts, engage employees on topics of Diversity, Equity, and Inclusion (DE&I), strengthen and accelerate the movement of diverse talent, and ensures a culture of inclusion within

[Watch the video that inspired it all](#)



Educate & Learn

[Inclusion](#)

[Recruiting & Scouting](#)

[Talent Development](#)

Educate & Learn

Support employee engagement through online learning and education on DE&I topics.

Provide for employees. This also aligns to an online library for DE&I topics of diversity and how to best communicate to do this work. Presenters will share topics for DE&I training.

Resources

- [E&L Curricula](#)
- [Topics for DE&I Discussions](#)
- [Focus Group](#)
- [Microaggression Training](#)

Pillar Leaders





Technical Operations Knowledge Hub

Technical Operations provides technical leadership and scientific expertise to the Manufacturing and Technical Operations (MTO) Organization of the process Supply Chain (SC), delivering a critical blend of technical competencies and project management skills.

UNDERSTANDING TECHNICAL OPERATIONS
 Overview of Organization, Purpose, Strategy and Performance Management

PEOPLE
 On-Boarding, Training & Development

PROCESSES
 Technical & Business Processes

PRODUCTS
 Essential Product Knowledge

INNOVATION
 Technology and Innovation

UNDER DEVELOPMENT

Technical Operations Community
 Ask questions, give feedback, discuss issues, share experiences, get expert support and guidance

Share thoughts, ideas, or updates



- Systems, Skills (SPPM)**
Seen by 44
- Systems, Skills (SPPM)**
- Millennium Digital Tools**
Sharing successful outcomes of phase 1 of Millennium Digital

News & Developments

- TO News_Stories Issue 9-The Best of 2022.pdf**
- TO News_Stories Issue 8-2022.pdf**
- TO Townhall August 2022.pdf**
- TO News_Stories Issue 7-2022.pdf**
- TO News_Stories Issue 6-2022.pdf**
- TO Townhall June 2022.pdf**



3D PRINTING

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DEEP DIVE INTO 3D PRINTING

TECHNOLOGIES MATERIALS PROCESS DESIGN

JUMP TO

FEATURED

Curious about the ins and outs of bioprinting?
[LEARN MORE](#)

Recently launched Tech Talk Series has several 15-20 minute videos that explore innovative technologies and design practices in 3D Printing!
[DISCOVER MORE](#)

Interested in taking SUMMIT course on 3D Printing Fundamentals?
[TAKE TRAINING](#)

STAY UP TO DATE ON NEW AND FEATURED ITEMS.

LATEST 3D PRINTING NEWS

3D Printing Metals Design eLearning Course Now Available on SUMMIT

ASK THE EXPERTS
Access frequently asked questions or connect directly with 3D printing engineers and scientists. [→](#)

SCOUT

Contact Us

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Full-service Branding and Marketing firm since 1986

Contractor for Johnson & Johnson since 2006

Communication Strategy

SharePoint content provider

Certified Women-Owned Business – WBENC 2001

We look forward to partnering with you!



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