

Korea Gas Safety Corporation CEO Park Dal-Young

## Knowledge Management & Innovation



*One of the stars of the first performance evaluation was Korea Gas Safety Corporation (KGSC), which led all rated enterprises in four key categories - overall management results, certifications, degree of client satisfaction and innovation level.*



**President Park Dal-Young**  
Korea Gas Safety Corporation

Underlining the need for innovation in order for Korea to join the ranks of advanced countries, the government last year unveiled a management scoreboard to rate the performance of 87 state-run enterprises.

One of the stars of the first performance evaluation was Korea Gas Safety Corporation (KGSC), which led all rated enterprises in four key categories - overall management results, certifications, degree of client satisfaction and innovation level.

KGSC's president, Park Dal-Young, responding to his company's strong finish, said, "My philosophy is that everything must continue changing. When all is going well, we should be

changing to prepare for the future. And when things are not going well, we should not be overly pessimistic but try to change for the better."

"Our first task was to eliminate the culture of bureaucracy and to get closer to the citizens, who are our customers as a public gas safety enterprise. There were two dimensions to this effort. First we needed to achieve innovation in our safety management systems and second, we needed to innovate our entire management process," Park explained.

The outgrowth of safety management system innovation was the development of a bilateral approach to prevent safety accidents that took into account activities of KGSC and the activities of gas system users.

With this strategy, the company established a task force team with responsibility for facilities with the potential for large-scale accidents such as LPG storage areas and multiple-use facilities.

KGSC designated staff exclusively responsible for these priority management targets and conducted intensive, regular checks in cooperation with users.

This system has achieved significant results. Over the past two years there has been no major accident and the minor incident rate decreased by 7.6% in 2004.

In carrying out general management innovation at KGSC, the company's first knowledge management system was established, increasing efficiency. In addition, a knowledge management portal was launched in February 2004 with 8,000 cases of knowledge and more than 100 knowledge cafes. The KGSC knowledge management portal has since been benchmarked as a best practice.

Under President Park, the company has also emphasized ethical and transparent management. To increase corporate transparency, monthly strategy management conferences are broadcast via the company intranet to all employees, keeping them abreast of corporate activities.

KGSC's success is based on Park's knowledge and experience in the gas business, which began in 1979 when he led a task force team at Korea Electric Power Company in a feasibility study for LNG production. Subsequently, he was placed in charge of the production division at Korea Gas Corporation and selected secretary of Korea Gas Union. Through these activities, Park accumulated extensive knowledge of the gas industry, laying the foundation to become a successful CEO in the gas safety management field.