

Introduction To Knowledge Management Km In Business

Knowledge management (KM) has become an important business strategy in an era of accelerated globalization, digitalization, and servitization of products and services. Maximizing the use of organizational resources becomes fundamental for continuous growth and prosperity. Organizations of various kinds such as resource-based organizations, product-based organizations, as well as knowledge-intensive service-oriented organizations require specific policies and support services to improve the knowledge management in their respective organizations. Knowledge Management Strategies and Applications focuses on the way organizations can create knowledge, share existing or new knowledge, and disseminate them among the stakeholders, most importantly among the employees, managers, customers, and suppliers. The selected topics are drawn from several fields of studies and give a multidisciplinary outlook. The book will be interesting not only for the researchers and students but also for the managers who want to improve knowledge sharing and innovation capabilities in their organizations.

'The New Knowledge Management' is the story of the birth of "second-generation knowledge

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management," told from the perspective of one its chief architects, Mark W. McElroy. Unlike its first-generation cousin, second-generation Knowledge Management seeks to enhance knowledge production, not just knowledge sharing. As a result, 'The New Knowledge Management' expands the overall reach of knowledge management to include "innovation management" for the very first time. 'The New Knowledge Management' introduces the concept of "second-generation knowledge management" to the business community. Mark W. McElroy has assembled a collection of his own essays, written over the past four years, chronicling the development of related thinking in the field. Unlike first-generation KM, mainly focusing on value derived from knowledge sharing, second-generation thinking formally adds knowledge making to the scope of KM. In this way second-generation KM expands the overall reach of KM to include "innovation management" for the very first time. 'The New Knowledge Management' finally begins to bridge the gap between KM and the field of organizational learning, which up until now have been viewed as miles apart. As baby boomers approach retirement age and the work patterns of younger workers constantly change, many organizations worldwide are experiencing a far-reaching knowledge bleed. Therefore, it is imperative that organizations find ways to best leverage and

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retain that vital knowledge before workers leave the organization and attrition occurs. Answers the Call of Businesses Worldwide In light of global workforce changes, many organizations' are faced with a dilemma – how to maintain the right set of people at the right time in order to meet the company's long-term goals and vision. Knowledge Retention: Strategies and Solutions supplies the answer in the form of strategic human capital management. Written by one of the most sought after knowledge management experts, this easy-to-read, concise guide helps companies adopt proven retention strategies and techniques to capture and share knowledge which is otherwise at risk of being lost in transition. The text also discusses key case studies by leading organizations applying knowledge retention strategies. Build Institutional Memory and Social Networks Addresses These Important Questions: How do you know what knowledge is important to capture? What is the best approach to developing a knowledge retention framework? How do you calculate the loss of knowledge? What are the appropriate steps once the damage is assessed? How do you identify knowledge flows and gaps in an organization? Since you never know when someone will retire or move on, the book emphasizes the importance of minimizing business disruption and accelerating competency development. Operating around four key framework pillars – competency,

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performance, knowledge, and change management – this text demonstrates why a knowledge-retention strategy should be woven into an organization's fabric from day one.

The field of knowledge for development now occupies a top position on the agenda of all Asian governments as well as large development organizations. This book reflects this mega-trend of development towards KBEs (Knowledge Based Economies). For this 2nd edition all chapters have been thoroughly edited and data, tables and graphs have been updated to reflect the latest available statistics. Trends have been re-evaluated and adjusted to reflect recent developments in the fast-moving scene of knowledge governance and knowledge management.

This text serves as a complete introduction to the subject of knowledge management, incorporating technical, and social aspects of knowledge management, as well as practical examples, traditional approaches, and emerging topics.

This book serves as a complete introduction to the subject of Knowledge Management (KM), and incorporates technical as well as social aspects, concepts as well as practical examples, and traditional KM approaches as well as emerging topics. Knowledge Management: Systems and Processes enhances the conventional exposition of KM with an in-depth discussion of the technologies

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used to facilitate the management of knowledge in large and small organizations. This includes a complete description of the theory and applications of the various techniques and technologies currently in use to manage organizational knowledge. The discussion of technology is at a level appropriate for the typical business administration graduate student or corporate manager. Special features: * Includes case studies of actual implementations of KM systems, including details such as system architecture * Contains numerous vignettes describing practical applications of KM initiatives at leading firms and governmental organizations * Provides a balanced view of knowledge management, while incorporating benefits and controversial issues, and both technology and social aspects * Extremely current, making extensive use of latest developments in, and examples from, the field of KM * Written by two proficient and recognized researchers in the field of KM.

Knowledge Management (KM) is the technique of using the information and knowledge that is supplied to, generated by and inherent in any organization or institution, to improve its performance. This volume demonstrates how KM can be used in education to improve learning.

Many organizations are now realizing that their competitive edge lies mostly in the brainpower-the intellectual capital-of their employees and

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management. To stay ahead of the pack, companies must leverage their knowledge, internally and externally. But it is not enough to develop lessons-learned databases. Experts now believe the current savior of organizations is knowledge management-the conceptualization, review, consolidation, and action phases of creating, securing, combining, coordinating, and retrieving knowledge-in short, the process of creating value from an organization's intangible assets. Jay Liebowitz, one of the leading knowledge management and expert systems authorities in the world, brings together over thirty articles contributed by the top researchers and practitioners to produce what seems destined to become the key reference for this emerging field. With it you will find: How to create a knowledge-sharing environment How senior executives can show tangible benefits using methods that value the intellectual capital-especially the "human capital" within the organization How knowledge management is not the same as information management How senior management commitment and involvement are essential to the success of a knowledge management system

The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and

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which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

"This book captures an in-depth knowledge base on the most current and useful concepts, applications, and processes relevant to the successful management of knowledge assets"--Provided by publisher.

The KM Cookbook serves up a menu of success stories and strategies for organizations wanting to know more about Knowledge Management Standard ISO30401 – whether they intend to pursue certification, or simply seek to use it as a framework to review their existing programme and strategy. The arrival of an internationally agreed standard and vocabulary, imbues fresh professional credibility to the field of Knowledge Management. Moving it on from a street food market of disparate approaches, it provides knowledge managers with a brand-new kitchen, and a moment during which they can pause and consider the service that they provide to their organisations. The KM Cookbook uses the metaphor of the restaurant, its cuisine, owner, chef, staff, ingredients, menu-planners, customers – and a restaurant critic, to serve up ISO 30401 on a plate for the readers. The second half of the book illustrates aspects of the standard by exploring sixteen different examples of KM in practice around the world, through the reflections of their own 'KM chefs'. Case studies include: General Electric, World Bank, USAID, Schlumberger, PROCERGS, Médecins Sans Frontières, Transport for London, International Olympic Committee, TechnipFMC, Linklaters, Syngenta, Defence Science & Technology Laboratory, Financial Conduct Authority, Petroleum Development Oman, Saudi Aramco and MAPNA. This book will be invaluable for CKOs, CIOs, CEOs and knowledge and information managers seeking to gain professional recognition for their function and to review their

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approach within a new framework.

This book introduces readers to a wide range of knowledge management (KM) tools, techniques and terminology for enhancing innovation, communication and dedication among individuals and workgroups. The focus is on real-world business examples using commonly available technologies. The book is set out in a clear and straightforward way, with definitions highlighted, brief case studies included that illustrate key points, dialogue sections that probe for practical applications, and written exercises. Each chapter concludes with discussion questions, review questions, and a vocabulary review. An Online Instructor's Guide is available. Knowledge Management has evolved into one of the most important streams of management research, affecting organizations of all types at many different levels. The Encyclopedia of Knowledge Management, Second Edition provides a compendium of terms, definitions and explanations of concepts, processes and acronyms addressing the challenges of knowledge management. This two-volume collection covers all aspects of this critical discipline, which range from knowledge identification and representation, to the impact of Knowledge Management Systems on organizational culture, to the significant integration and cost issues being faced by Human Resources, MIS/IT, and production departments.

The first in the readers' series called Resources for the Knowledge-Based Economy, Knowledge Management and Organizational Design is a unique compilation of articles and book excerpts that describe how the management of an organization shapes the levels of knowledge transfer, innovation and learning. The collection draws on fifty years of management thinking and presents key issues facing knowledge-intensive organizations. The selections are concise, clearly written and present a rich framework of

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examples drawn from real management experience. Arranged thematically, the chapters discuss decision-making, organization structure, innovation, strategic alliances, managing knowledge workers and power relations. Represented in this volume are the ideas of influential academics including the late economist Frederick Hayek and French sociologist Michael Crozier, as well as world-renowned management thinkers such as Harvard Business School Professor Rosabeth Moss Kanter and Charles Handy.

Introduction to Knowledge Management Routledge

In the last few years, knowledge management practices have evolved in organizations. The introduction of Web 2.0 technologies has encouraged new methods of information usage and knowledge sharing, which are frequently used by employees who already rely on these Web 2.0 technologies in their personal lives.

Knowledge Management 2.0: Organizational Models and Enterprise Strategies provides an overview of theoretical and empirical research on knowledge management generation in the Web 2.0 age. Research in this book highlights knowledge management evolution with a global focus and investigates the impact knowledge management 2.0 has on business models, enterprise governance and strategies, human resources, and IT design, implementation, and appropriation in organizations.

This book provides an introduction to the study of knowledge management (KM). A brief history of knowledge management concepts is outlined, noting that much of knowledge management existed before the actual term came into popular use. The multidisciplinary roots of knowledge management are enumerated, together with their contributions to the discipline. It describes the major phases involved

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in the knowledge management cycle encompassing the capture, creation, codification, sharing, accessing, applications, and reuse of knowledge within and between organizations, social nature of knowledge, an overview of knowledge management tools, an overview of the professionals who form part of the knowledge management team and also explores some issues facing knowledge management. This book is written in very simple and pragmatic language which is easy to understand and we expect that all readers and students will appreciate this.

An introduction to the field of knowledgemanagement.

This book serves as a complete introduction to the subject of Knowledge Management (KM), and incorporates technical as well as social aspects, concepts as well as practical examples, and traditional KM approaches as well as emerging topics. Knowledge Management: Systems and Processes enhances the conventional exposition of KM with an in-depth discussion of the technologies used to facilitate the management of knowledge in large and small organizations. This includes a complete description of the theory and applications of the various techniques and technologies currently in use to manage organizational knowledge. The discussion of technology is at a level appropriate for the typical business administration graduate student

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or corporate manager. Special features: * Includes case studies of actual implementations of KM systems, including details such as system architecture * Contains numerous vignettes describing practical applications of KM initiatives at leading firms and governmental organizations * Provides a balanced view of knowledge management, while incorporating benefits and controversial issues, and both technology and social aspects * Extremely current, making extensive use of latest developments in, and examples from, the field of KM * Written by two proficient and recognized researchers in the field of KM.

This is the third entry in an ambitious, highly regarded KM book series edited by T. Kanti Srikantaiah and Michael E. D. Koenig. Where Knowledge Management for the Information Professional (2000) offered information professionals an introduction to KM and Knowledge Management Lessons Learned (2004) assessed KM applications and innovations, Knowledge Management in Practice looks at how KM can be and is being implemented in organizations today. Featuring the contributions of more than 20 experts in the field, the book is unique in surveying the efforts of KM specialists to extend knowledge beyond their organizations and in providing a framework for understanding user context. The result is a must-read for any professional seeking to connect

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organizational KM systems with increasingly diverse and geographically dispersed user communities. Quality care of patients requires evaluating large amounts of data at the right time and place and in the correct context. With the advent of electronic health records, data warehouses now provide information at the point of care and facilitate a continuous learning environment in which lessons learned can provide updates to clinical, administrative, and financial processes. Given the advancement of the information tools and techniques of today's knowledge economy, utilizing these resources are imperative for effective healthcare. Thus, the principles of Knowledge Management (KM) are now essential for quality healthcare management. The Healthcare Knowledge Management Primer explores and explains essential KM principles in healthcare settings in an introductory and easy to understand fashion. This concise book is ideal for both students and professionals who need to learn more about key aspects of the KM field as it pertains to effecting superior healthcare delivery. It provides readers with an understanding of approaches to KM by examining the purpose and nature of its key components and demystifies the KM field by explaining in an accessible manner the key concepts of KM tools, strategies and techniques, and their benefits to contemporary healthcare organizations.

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Knowledge management as a discipline has matured over the last decade. It has moved from being a mere buzzword to an inherently fundamental concept. Simply put, the knowledge-based assets of the organization are the only source of sustainable competitive advantage in today's marketplace. Traditional resources such as land, labor, and capital, while important, are no longer sufficient for survival in today's fiercely competitive marketplace. Here, Desouza, a faculty member at the University of Washington's Information School and a leader of more than 100 knowledge management efforts in businesses and governments in thirty countries, and Scott Paquette, a faculty member at the College of Information Studies, University of Maryland who is involved in knowledge management research and corporate projects, provide an introductory overview of KM today. This book balances the theory and practice of KM. Desouza and Paquette consider the issues organizations encounter in the global marketplace. Their book is the first to integrate social media and networking into KM practice. The book's nine chapters are divided into three major parts: Part I covers foundational concepts and introduces the reader to the key elements of knowledge management. Part II explores critical activities of knowledge management. Part III offers a strategic view of knowledge management in organizations. Each chapter provides a broad overview, graphics

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that help readers visualize key points, and several vignettes documenting case scenarios that will help the reader digest concepts. Knowledge Management will prove ideal for instructors who have been forced to design courses around KM business texts, augmented with scholarly articles. It will also be useful to anyone who needs to better understand KM to apply it in his or her organization.

This introductory level textbook critically reviews and analyses the key themes underpinning knowledge management in organisations. It presents the key debates in this area, including coverage of epistemologies of knowledge, managing and sharing knowledge, and learning and innovation.

In 'Key Issues in the New Knowledge Management,' Firestone and McElroy, the architects of the New Knowledge Management (TNKM) provide an in-depth analysis of the most important issues in the field of Knowledge Management. The issues the book addresses are central in the field today: * The Knowledge Wars, or the issue of "how you define knowledge determines how you manage it" * The nature of knowledge processing * Information management or knowledge management? * Three views on the evolution of knowledge management * The role of knowledge claim evaluation in knowledge processing, or the difference between opinion, judgements, information, data, and real knowledge in knowledge management systems * Is culture a

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barrier in knowledge management? * The Open Enterprise and accelerated sustainable innovation * Portals * How should one evaluate KM software? * Intellectual Capital * Measuring the impact of KM initiatives on the organization and the bottom line * KM and terrorism

Knowledge is a valuable resource that must be managed well for any organization to thrive. Proper knowledge management practices can improve business processes by creating value, however, the available tools meant to aid in the creation, collection, and storage of information have drastically changed since the emergence of social media. By using this collaborative online application for engaging with information, organizations are able to precisely disseminate knowledge to the correct audience. *Harnessing Social Media as a Knowledge Management Tool* explores the usage of social media in managing knowledge from multiple dimensions highlighting the benefits, opportunities and challenges that are encountered in using and implementing social media. This publication endeavors to provide a thorough insight into the role of social media in knowledge management from both an organizational and individualistic perspective. This book elucidates emerging strategies perfect for policy makers, managers, advertisers, academics, students, and organizations who wish to effectively manage knowledge through social media.

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The status of knowledge management (KM) as a mature science has long been recognized in the academic world. However, in the economic arena, its connection with companies and organizations has been more gradual. Jean-Louis Ermine established a theoretical and practical framework for KM in his book, *Knowledge Management: The Creative Loop* – issued by the same publishers as this book. In this latest tome, practical examples are illustrated with real case studies. Modeled on the four-step operational approach inspired by the creative loop, this book includes four sets of real case studies – each one following the basic presentation of the fundamental material per step. *Knowledge Management in Innovative Companies 1* is especially useful for practitioners, as there are numerous illustrations based on best practices for each specific KM step and for global project implementation. Indeed, the last chapter is dedicated to the implementation of a global KM corporate project.

Knowledge Management (KM) is an effort to increase useful knowledge in the organization. It is a natural outgrowth of late twentieth century movements to make organizational management and operations more effective, of higher quality, and more responsive to constituents in a rapidly changing global environment. This document traces the evolution of KM in organizations, summarizing

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the most influential research and literature in the field. It also presents an overview of selected common and current practices in knowledge management, including the relationship between knowledge management and decision making, with the intention of making a case for KM as a series of processes and not necessarily a manipulation of things. The final section highlights the use of social networking and commonly adopted Web applications to increase the value of social capital and to connect practitioners with clients and colleagues.

Table of Contents: Introduction / Background Bibliographic Analysis / Theorizing Knowledge in Organizations / Conceptualizing Knowledge Emergence / Knowledge "Acts" / Knowledge Management in Practice / Knowledge Management Issues / Knowledge Management and Decision Making / Social Network Analysis and KM / Implications for the Future / Conclusion

A new, thoroughly updated edition of a comprehensive overview of knowledge management (KM), covering theoretical foundations, the KM process, tools, and professions. The ability to manage knowledge has become increasingly important in today's knowledge economy.

Knowledge is considered a valuable commodity, embedded in products and in the tacit knowledge of highly mobile individual employees. Knowledge management (KM) represents a deliberate and

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systematic approach to cultivating and sharing an organization's knowledge base. This textbook and professional reference offers a comprehensive overview of the field. Drawing on ideas, tools, and techniques from such disciplines as sociology, cognitive science, organizational behavior, and information science, it describes KM theory and practice at the individual, community, and organizational levels. Chapters cover such topics as tacit and explicit knowledge, theoretical modeling of KM, the KM cycle from knowledge capture to knowledge use, KM tools, KM assessment, and KM professionals. This third edition has been completely revised and updated to reflect advances in the dynamic and emerging field of KM. The specific changes include extended treatment of tacit knowledge; integration of such newer technologies as social media, visualization, mobile technologies, and crowdsourcing; a new chapter on knowledge continuity, with key criteria for identifying knowledge at risk; material on how to identify, document, validate, share, and implement lessons learned and best practices; the addition of new categories of KM jobs; and a new emphasis on the role of KM in innovation. Supplementary materials for instructors are available online.

Knowledge Management (KM) is a hybrid discipline, containing elements of social sciences, technology and business. KM focuses on creating and sharing

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knowledge. The discipline is a holistic system for management of intellectual capital, organization change, knowledge creation and sharing, for continuous improvement and innovation, and organizational learning, resulting in increased value creation. This symbioses of disciplines takes place within the organizations' vision, purpose and strategy. Introduction to Knowledge Management provides a strategic roadmap for knowledge management and teaches how to implement KM in a company, step by step.

'Knowledge Management Foundations' is just what it claims, the first attempt to provide a secure intellectual footing for the myriad of practices called "knowledge management." A breath of fresh air from the usual KM gurus, Fuller openly admits that the advent of KM is a mixed blessing that often amounts to the conduct of traditional management by subtler means. However, Fuller's deep understanding of both the history of management theory and knowledge production more generally enables him to separate the wheat from the chaff of the KM literature. This ground-breaking book will prove of interest to both academics and practitioners of knowledge management. It highlights the ways in which KM has challenged the values associated with knowledge that academics have taken for granted for centuries. At the same time, Fuller resists the conclusion of many KM gurus, that the value of

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knowledge lies in whatever the market will bear in the short term. He pays special attention to how information technology has not only facilitated knowledge work but also has radically altered its nature. There are chapters devoted to the revolution in intellectual property and an evaluation of peer review as a quality control mechanism. The book culminates in a positive re-evaluation of universities as knowledge producing institutions from which the corporate sector still has much to learn.

This textbook on knowledge management draws on the authors' more than twenty years of research, teaching and consulting experience. The first edition of this book brought together European, Asian and American perspectives on knowledge-based value creation; this second edition features substantial updates to all chapters, reflecting the implications of the digital transformation on knowledge work and knowledge management. It also addresses three new topics: the impact of knowledge management practices on performance; knowledge management in the public sector; and an introduction to ISO 9001:2015 as an implementation framework. The book is intended not only for academic education but also as an essential guide for managers, consultants, trainers, coaches, and all those engaged in business, public administration or non-profit work who are interested in learning about organizations in a knowledge economy. Given its

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wealth of case studies, examples, questions, exercises and easy-to-use knowledge management tools, it offers a true compendium for learning about and implementing knowledge management initiatives.

Knowledge management (KM) - or the practice of using information and collaboration technologies and processes to capture organizational learning and thereby improve business performance - is becoming one of the key disciplines in management, especially in large companies. Many books, magazines, conferences, vendors, consultancies, Web sites, online communities and email lists have been formed around this concept. This practical book focuses on the vast offerings of KM solutions—technology, content, and services. The focus is not on technology details, but on how KM and IT practitioners actually use KM tools and techniques. Over twenty case studies describe the real story of choosing and implementing various KM tools and techniques, and experts analyse the trends in the evolution of these technologies and tools, along with opportunities and challenges facing companies harnessing them. Lessons from successes and failures are drawn, along with roadmaps for companies beginning or expanding their KM practice. The introductory chapter presents a taxonomy of KM tools, identifies IT implications of KM practices, highlights lessons learned, and

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provides tips and recommendations for companies using these tools. Relevant literature on KM practices and key findings of market research groups and industry consortia such as IDC, Gartner and APQC, are presented. The majority of the book is devoted to case studies, featuring clients and vendors along the entire spectrum of solutions: hardware (e.g. handheld/wearable devices), software (e.g. analytics, collaboration, document management) and content (e.g. newsfeeds, market research). Each chapter is structured along the "8Cs" framework developed by the author: connectivity, content, community, commerce, community, capacity, culture, cooperation and capital. In other words, each chapter addresses how appropriate KM tools and technologies help a company on specific fronts such as fostering adequate employee access to knowledge bodies, user-friendly work-oriented content, communities of practice, a culture of knowledge, learning capacity, a spirit of cooperation, commercial and other incentives, and carefully measured capital investments and returns. Vendor history, product/service offerings, implementation details, client testimonials, ROI reports, and future trends are highlighted. Experts in the field then provide third-party analysis on trends in KM tools and technique areas, and recommendations for KM practitioners. The Power of KM provides a clear and concise introduction to

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Knowledge Management (KM). Brent Hunter explains the basics of Knowledge Management and provides a step-by-step, comprehensive, integrated, holistic and universal KM strategy that can be utilized in any organization. Hunter continues by explaining how Knowledge Management can be used to enrich and optimize our personal lives and at all levels of society. By the time you finish this book, you will learn that knowledge is power, that KM is extraordinarily valuable and how the power of KM can literally change the world.

Conceived by Chris Grey as an antidote to conventional textbooks, each book in the 'Very Short, Fairly Interesting and Reasonably Cheap' series takes a core area of the curriculum and turns it on its head by providing a critical and sophisticated overview of the key issues and debates in an informal, conversational and often humorous way. Written in a lively, conversational style, Knowledge Management looks at the nature of knowledge, including its definition and measurement, before the main concepts and theoretical contributions to knowledge management are reviewed and challenged, providing fresh insights into the central debates. Suitable for students of Business and Management courses at Undergraduate and Postgraduate level and anyone interested in the concept of knowledge management.

Knowledge Management: A Practical Guide for Librarians will help information professionals recognize, organize, communicate, and leverage both the tacit and explicit knowledge already in the organization for the benefit of themselves and their users

Provides comprehensive, in-depth coverage of all issues related to knowledge management, including conceptual, methodological, technical, and managerial issues. Presents the opportunities, future challenges, and emerging trends related to this subject.

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This text provides a comprehensive introduction to the new field of knowledge management. It approaches the subject from a management rather than a highly technical point of view, and provides students with a state-of-the-art survey of KM and its implementation in diverse organizations. The text covers the nature of knowledge (tacit and explicit), the origins and units of organizational knowledge, and the evolution of knowledge management in contemporary society. It explores the implementation and utilization of knowledge management systems, and how to measure their impact, outputs, and benefits. The book includes a variety of original case studies that illustrate specific situations in which the absence or existence of knowledge management systems has been crucial to the organization's actions. Charts and figures throughout help clarify more complex phenomena and classifications, and each chapter includes review questions and a comprehensive index.

As knowledge economies become increasingly important around the world, it is essential that organizations are able to transform their knowledge into a competitive advantage. This textbook offers an interdisciplinary approach to knowledge management written specifically for postgraduate students in business and management schools. Knowledge Management presents classic and advanced concepts, models and frameworks using a clear logical structure, which covers building knowledge competence, the knowledge lifecycle, and integration of knowledge management with business decision making. An overall framework illustrates links between chapters and ensures readers can gain a body of actionable knowledge rather than learning isolated, uncontextualized topics. Based on cutting-edge research findings and covering the most advanced IT and IS technologies, this book emphasises the need for knowledge management to span boundaries across organizations, supply chains and

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partnerships, rather than being limited to individual learning and sharing within businesses. Knowledge Management is international in scope and includes real world case studies and role play scenarios to show how theories are applied in practice, and "think back" and "critique discussion" questions to encourage reflective learning and critical thinking. This indispensable text provides a dynamic picture of the evolution of knowledge management and demonstrates its full potential to enable better business decisions. Accompanying online resources include PowerPoint slides for lecturers and exercise questions for students.

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