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**QR Code****KNOWLEDGE MANAGEMENT**

Knowledge management has been core issue in organization development for last several years. It is a complex process, which deals with creations, acquisitions, packaging and application of knowledge communication, dissemination and application of knowledge of all kind to achieving goal of any

organization. Technological changes, the importance of information and knowledge, benchmarking and shifting demands have made organizations essentially learn and adopt new things rapidly. Growing information requirements from customers magnify the need for evaluating, sharing and

disseminating information at the right time.  
(Ajay Kumar Chaubey-2015).

## DEFINATION

⇒ Ability to create new knowledge through a dynamic interplay of tacit and explicit knowledge –

(Nota -1995)

⇒ Knowledge management is a process of systematically and actively managing and leveraging the stores of knowledge in an organization.

(Laudon & Laudon, Management information systems, 1998)

⇒ KM is a process of knowledge creation, validation, presentation, distribution and application

(Bhatt -2001)

⇒ Knowledge management consists of “leveraging intellectual assets to enhance organizational performance” (Stankosky - 2008)

## INTRODUCING KNOWLEDGE MANAGEMENT

Knowledge management is essentially about getting the right knowledge to the right person at the right time. This in itself may not seem so complex, but it implies a strong tie to corporate strategy, understanding of where and in what forms knowledge exists, creating processes that span organizational functions, and ensuring that initiatives are accepted and supported

by organizational members. Knowledge management may also include new knowledge creation, or it may solely focus on knowledge sharing, storage, and refinement. For a more comprehensive discussion and definition, see my knowledge management definition.

It is important to remember that knowledge management is not about managing knowledge for knowledge's sake.

The overall objective is to create value and to leverage, improve, and refine the firm's competences and knowledge assets to meet organizational goals and targets. Implementing knowledge management thus has several dimensions including:

**KM Strategy:** Knowledge management strategy must be dependent on corporate strategy. The objective is to manage, share, and create relevant knowledge assets that will help meet tactical and strategic requirements.

**Organizational Culture:** The organizational culture influences the way people interact, the context within which knowledge is created, the resistance they will have towards certain changes, and ultimately the way they share (or the way they do not share) knowledge.

**Organizational Processes:** The right processes, environments, and systems that enable KM to be implemented in the organization.

**Management & Leadership:** KM requires competent and experienced leadership at all levels. There are a wide variety of KM-related roles that an organization may or may not need to implement, including a CKO, knowledge managers, knowledge brokers and so on. More on this in the section on KM positions and roles.

**Technology:** The systems, tools, and technologies that fit the organization's requirements - properly designed and implemented.

**Politics:** The long-term support to implement and sustain initiatives that involve virtually all organizational functions, which may be costly to implement (both from the perspective of time and money), and which often do not have a directly visible return on investment.

(Alan Frost M.Sc., 2010)

### TYPES OF KNOWLEDGE:

Knowledge is classified into three types (1)

Explicit Knowledge (2) Tacit Knowledge

(3) Implicit Knowledge

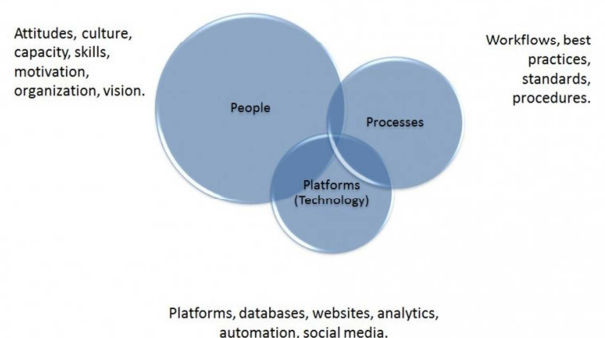
### COMPONENT OF KNOWLEDGE MANAGEMENT

1. **People** generate, capture, share, and apply knowledge, primarily through human interaction. People can help cultivate an environment that encourages

knowledge exchange and use of knowledge management systems.

2. **Processes** help us capture, curate, and share knowledge. Organizations must embrace and integrate these formal and informal processes into their daily workflows to be successful.
3. **Technology**, while a valuable tool, merely plays a supporting role to the real star of the show: knowledge. Information and communication technology that is appropriate to the context can expedite knowledge storage, retrieval, and exchange.

### KM Components



4. Fig- 01 KM Components

### THE KNOWLEDGE MANAGEMENT CYCLE

Knowledge management is a cyclical process that involves five key elements:

- Knowledge assessment
- Knowledge generation
- Knowledge capture
- Knowledge synthesis
- Knowledge sharing



Fig- 01 KM Cycle

## TOOLS OF KNOWLEDGE

### MANAGEMENT:

- Information retrieval tools
- Electronic document management
- Groupware
- Portals
- Work flow management systems
- Data ware housing: Meta data
- Machine learning

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