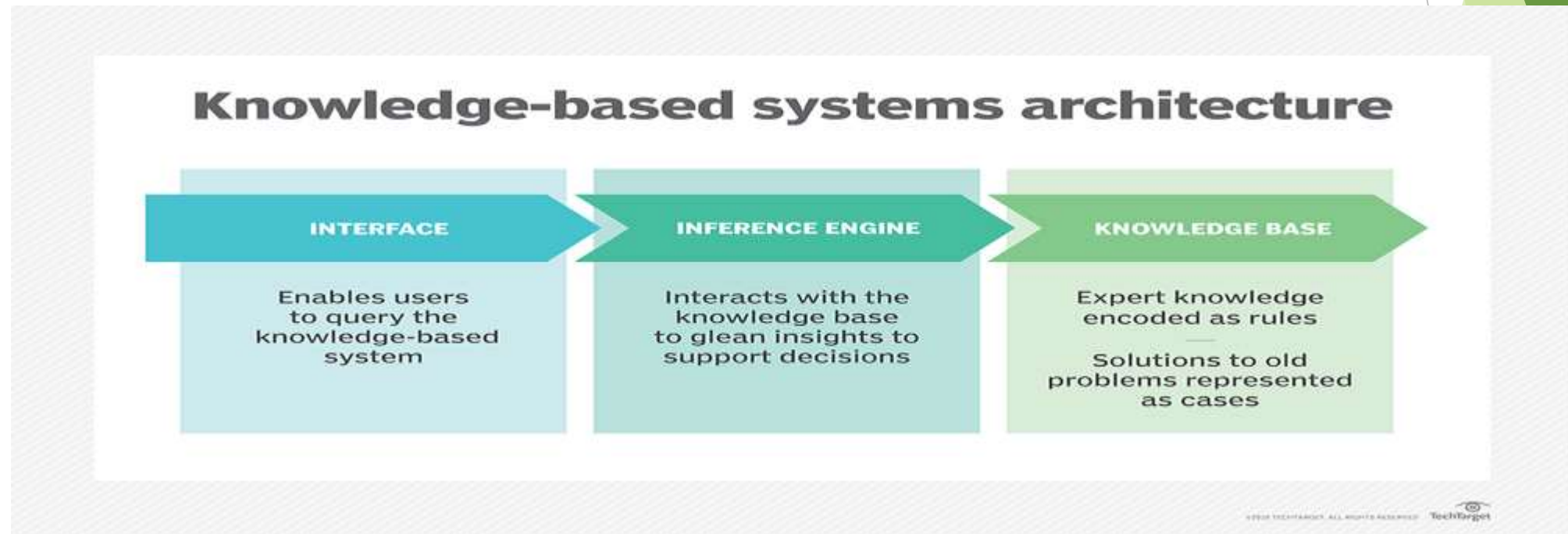


KNOWLEDGE MANAGEMENT

By
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knowledge management

- ▶ Knowledge management is the process by which an enterprise gathers, organizes, shares and analyzes its knowledge in a way that is easily accessible to employees. This knowledge includes technical resources, frequently asked questions, training documents and people skills.



Organizational Knowledge Management

- ▶ It includes the use of appropriate software to encourage and enforce the process of knowledge capture. Suitable software may promote the identification of new knowledge and ensure that it is appropriately categorized for ease of access and availability for use in future projects. The use of appropriate knowledge management software may allow the capture and storage of knowledge to be integrated into everyday procedures, and reminders to staff may be built into the software.



Types of Knowledge Management

- ▶ **Explicit**

- ▶ Explicit knowledge is information that can be codified and communicated. It's easy to share this type of knowledge and it can be quickly understood by others. Some types of explicit knowledge are standard operating procedures, employee handbooks, and HR policies.

- ▶ **Tacit**

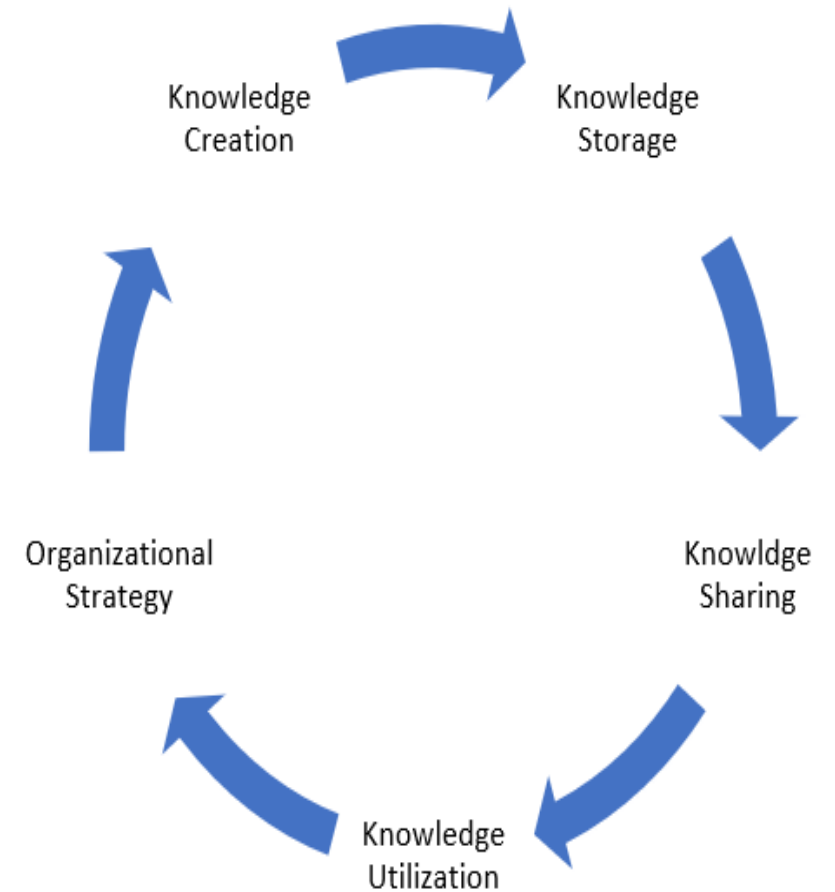
- ▶ Tacit knowledge is much harder to capture than explicit knowledge. It typically comprises the skills and experience of your employee that is difficult to explain or share with others. Tacit knowledge includes customer support know-how, design skills, and so on.

- ▶ **Implicit**

- ▶ Implicit knowledge is very similar to tacit knowledge except that it can more easily be codified. It's information that is embedded in the organization's processes and is currently unarticulated. It's tribal knowledge that can be learned and communicated but hasn't yet been formally captured.

Knowledge Management life cycle

- ▶ has a life cycle. New knowledge is born as uncertainty thing, and it form into shape as it is tested, matures through implementation in reality, is diffused to a growing user, and finally becomes broadly understood and recognize as commor practice. The knowledge can process through four stages of knowledge life cycle: creation, mobilization, diffusion and commoditization.



Process of knowledge management

- ▶ Knowledge and expertise of employees and their learnings from organizational operations is a crucial asset for the company. For instance, there may be a regional sales team that has tested and implemented a key sales strategy in their local sales region, perhaps even in a local language.
- ▶ **1. Discovering knowledge**
- ▶ **2. Identifying knowledge**
- ▶ **3. Documenting knowledge**

Components of Knowledge Management

▶ 1. Strategy

- ▶ A knowledge management strategy is a well-documented source of direction for the company. Essentially, it is the blueprint of the goals of the organization in terms of identification, storage, and sharing of existing and new knowledge, which include the business challenges that need to be solved across departments.

▶ 2. Process

- ▶ A clear and well-defined process for identifying, storing, and sharing knowledge is a vital component of every successful knowledge management initiative. The process of knowledge management includes various steps, such as creating knowledge, structuring it, reviewing and sharing it before it can be used, and applied by other teams

▶ 3. Technology

- ▶ Technology is a crucial element behind the success of any knowledge management project. The systems and software should also enable easy and secure access for authorized employees to relevant information as and when required. Technology solutions bring together all the components – process, people, and information – required to build an organization's knowledge management system.

▶ 4. People

- ▶ People include top management, team leaders who motivate their members, the core knowledge management team who guide the implementation, and finally, employees who contribute and use the system.

▶ 5. Improvement

- ▶ Knowledge management is not a one-time initiative. It is a dynamic exercise that has to become a part of the company culture. It needs regular reviewing, tweaking, and improvement to meet the goals defined in the strategy.

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▶ Thankyou