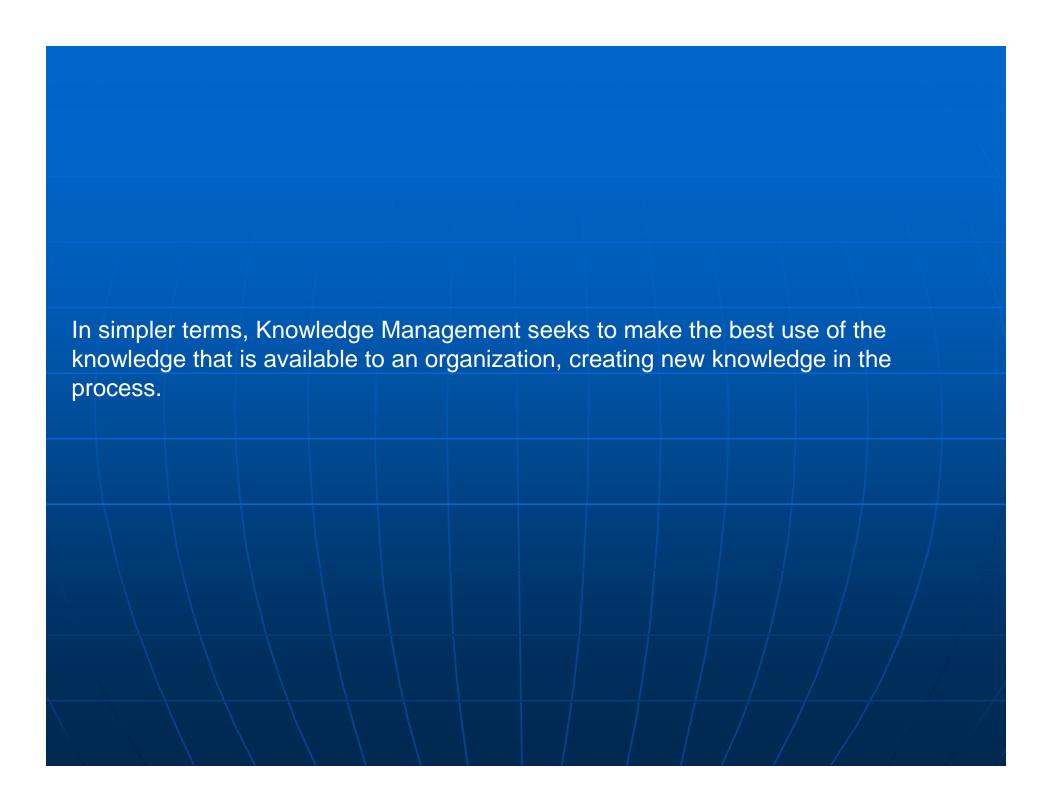
Knowledge Management Mr. Nadeem Ahmed



A widely accepted 'working definition' of knowledge management applied in worldwide organizations is available from the,

"Knowledge Management caters to the critical issues of organizational adaptation, survival, and competence in face of increasingly discontinuous environmental change.... Essentially,

it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of <a href="https://www.numan.com/human.c



The Benefits of Knowledge Management

Whether to minimize loss and risk, improve organizational efficiency, or embrace innovation, Knowledge Management efforts and initiatives add great value to an organization. Knowledge Management:

Facilitates better, more informed decisions

Contributes to the intellectual capital of an organization

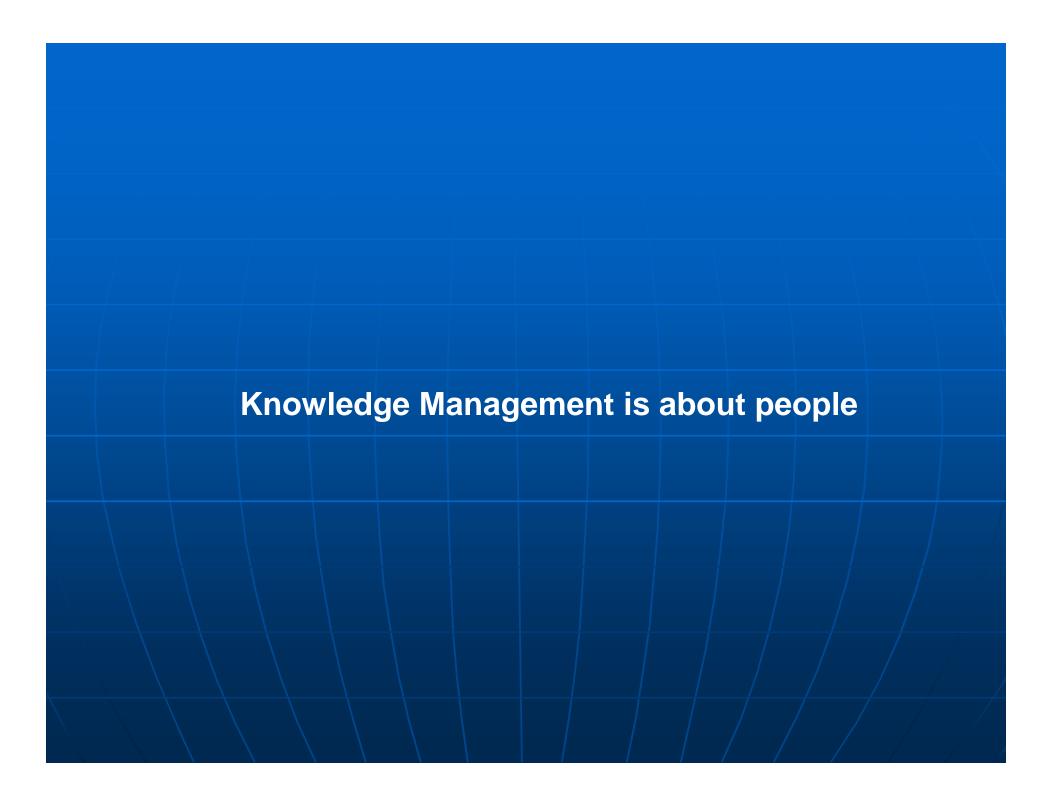
Encourages the free flow of ideas which leads to insight and innovation

Eliminates redundant processes, streamlines operations, and enhances employee retention rates

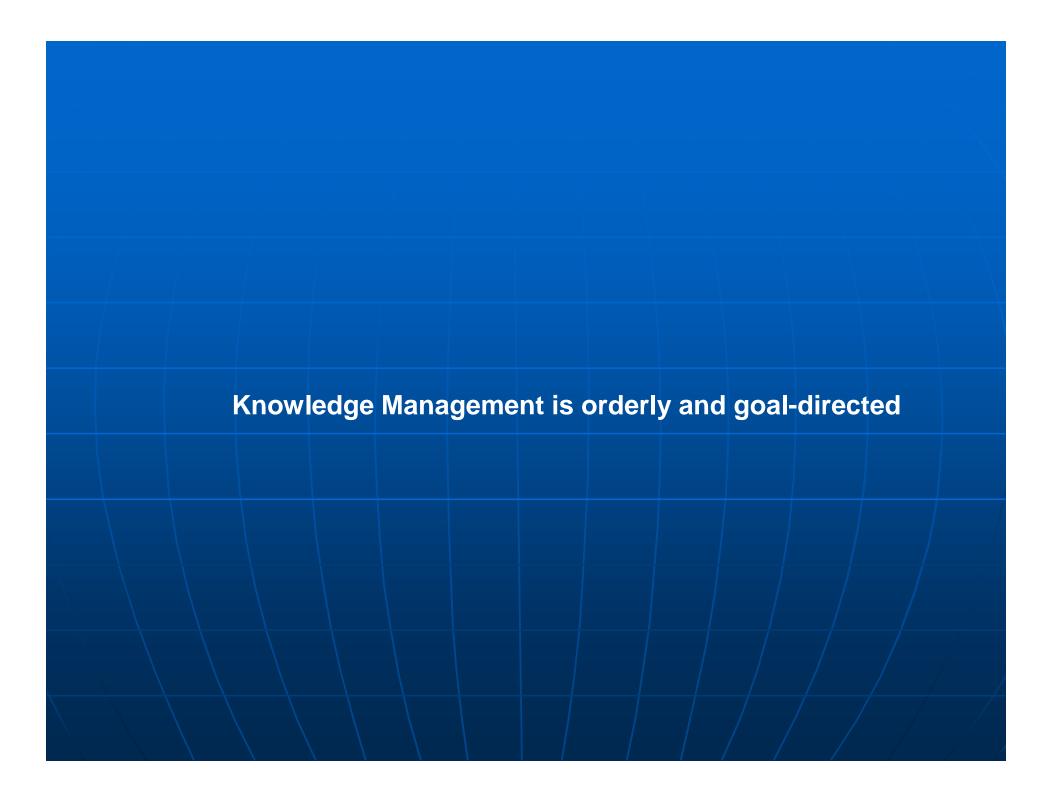
Improves customer service and efficiency

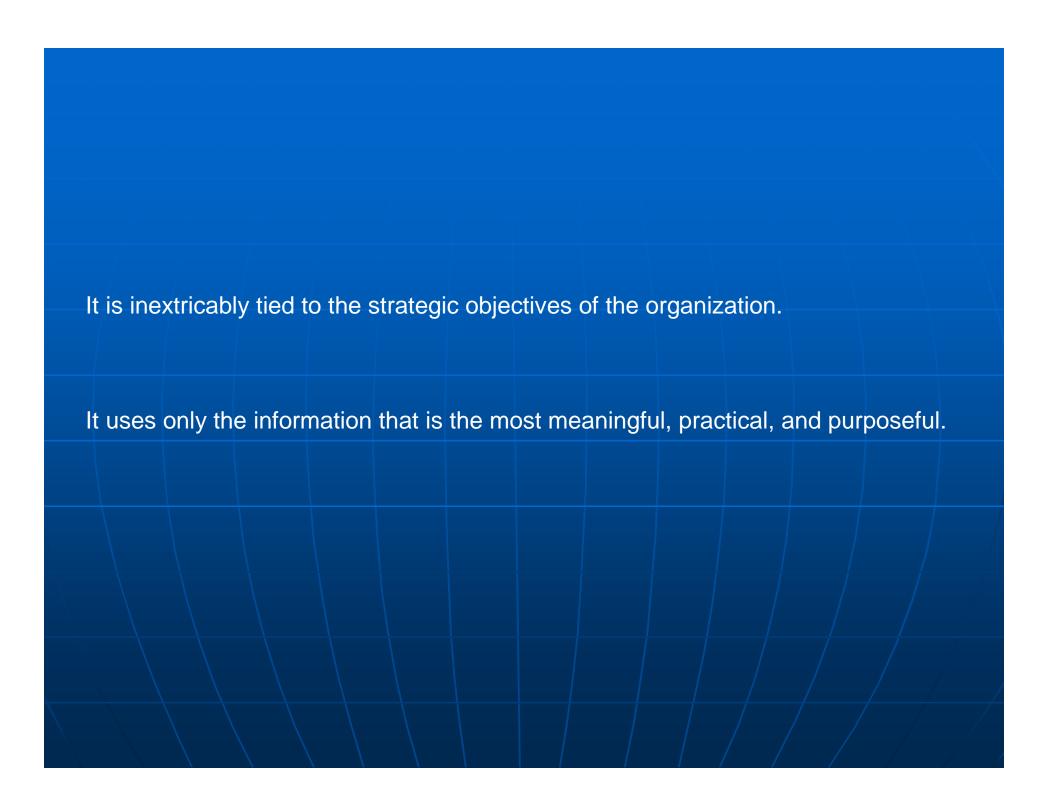
Can lead to greater productivity

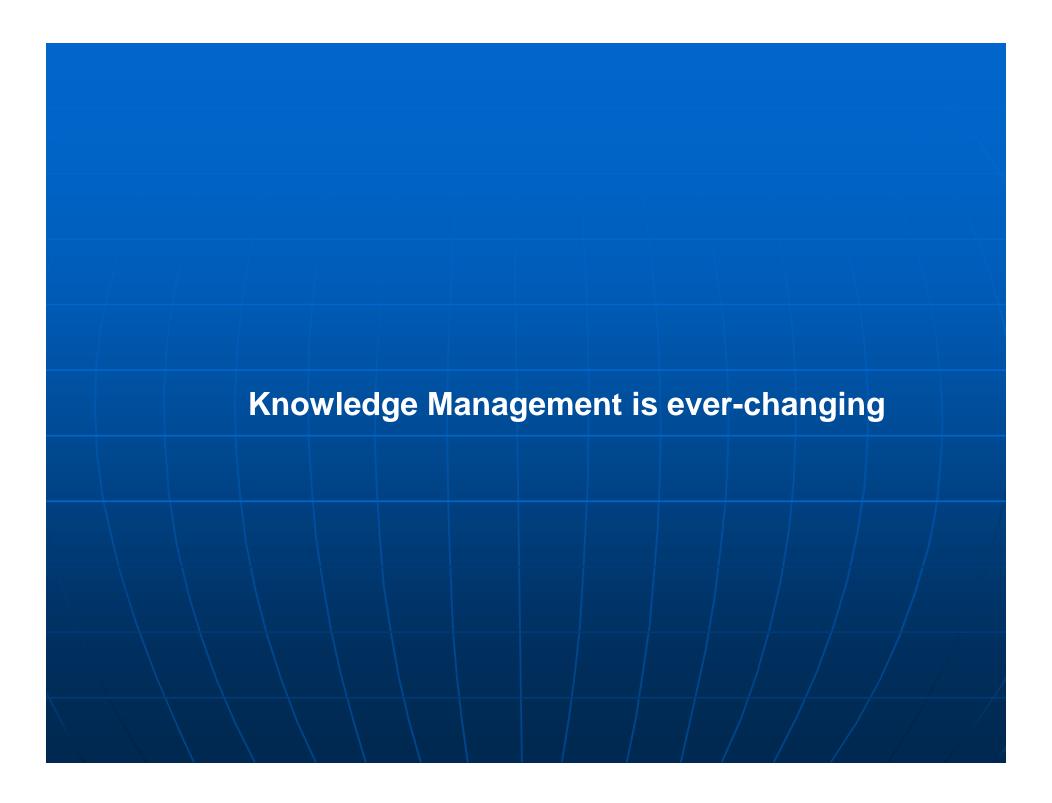
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Al	l informa	ation is	s not kr	nowled	lge, an	d all kr	nowled	lge is n	ot valuable.		
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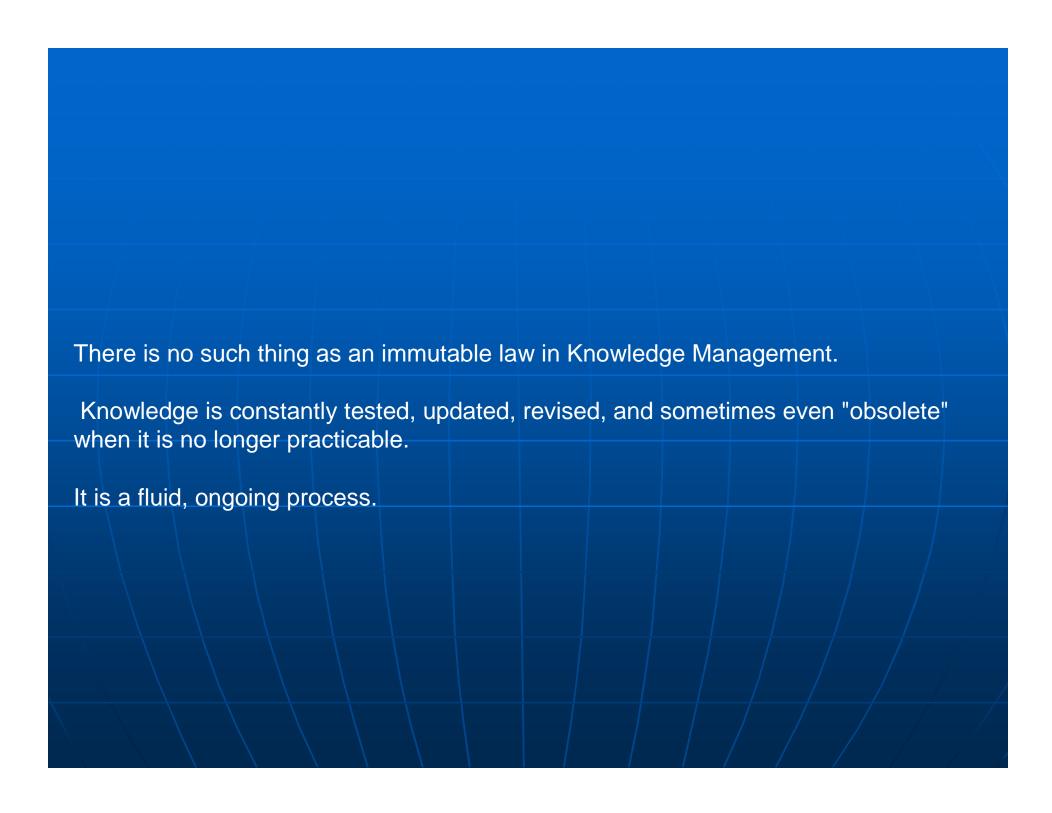


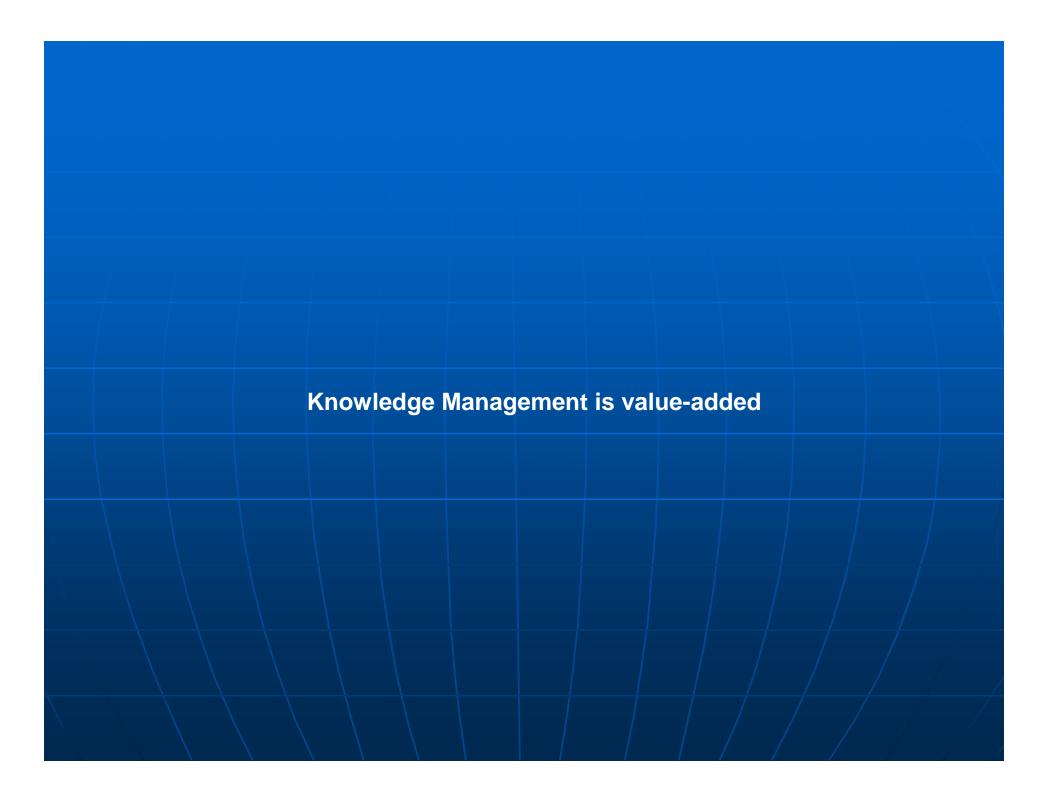
It is directly linked to what people know, and how, what they know can support business and organizational objectives. It draws on human competency, intuition, ideas, and motivations. It is not a technology-based concept. Although technology can support a Knowledge Management effort, it shouldn't begin there.



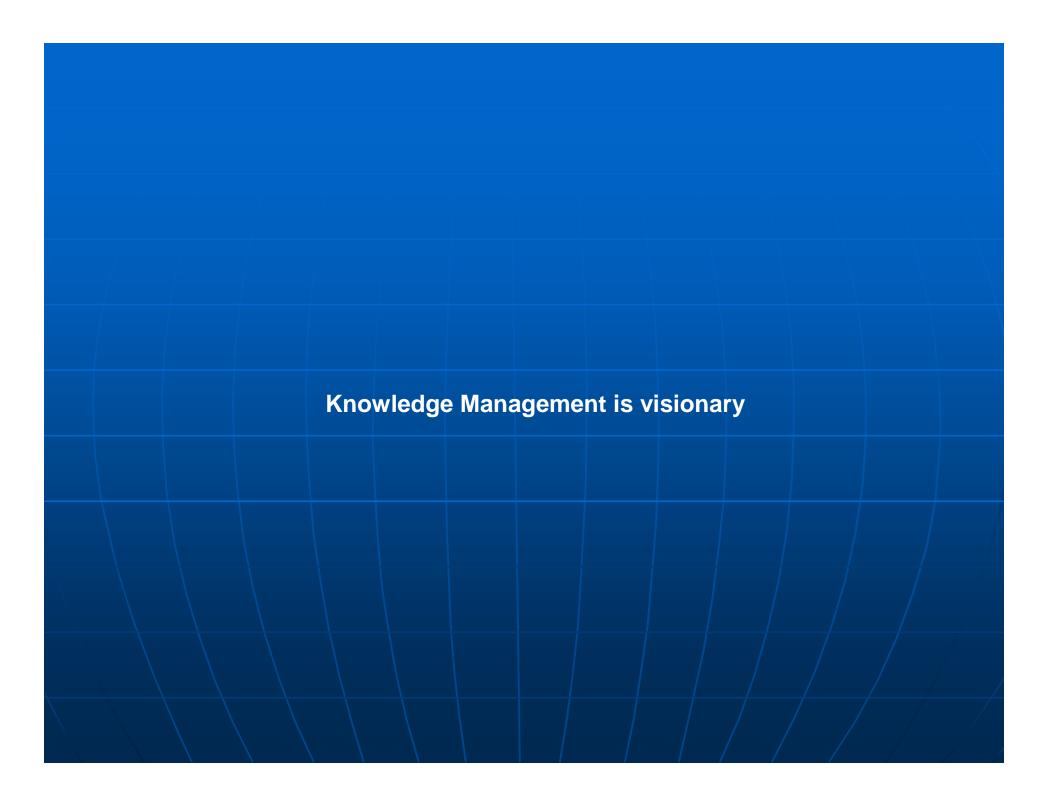


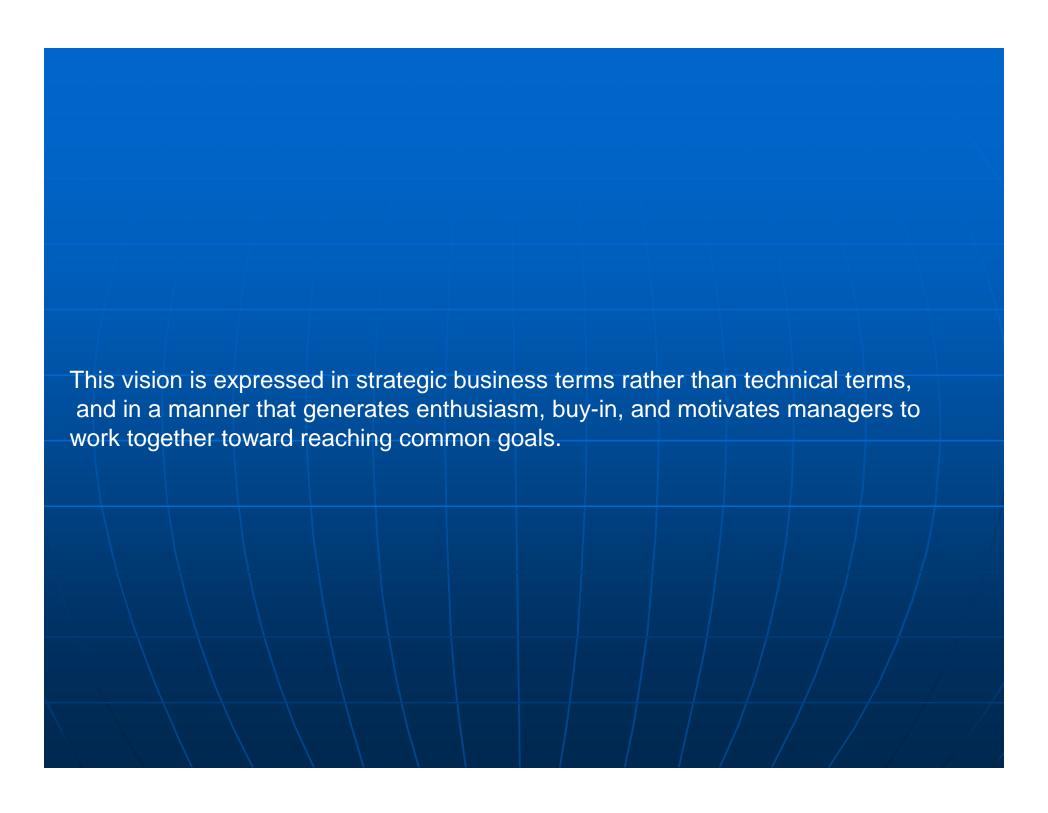


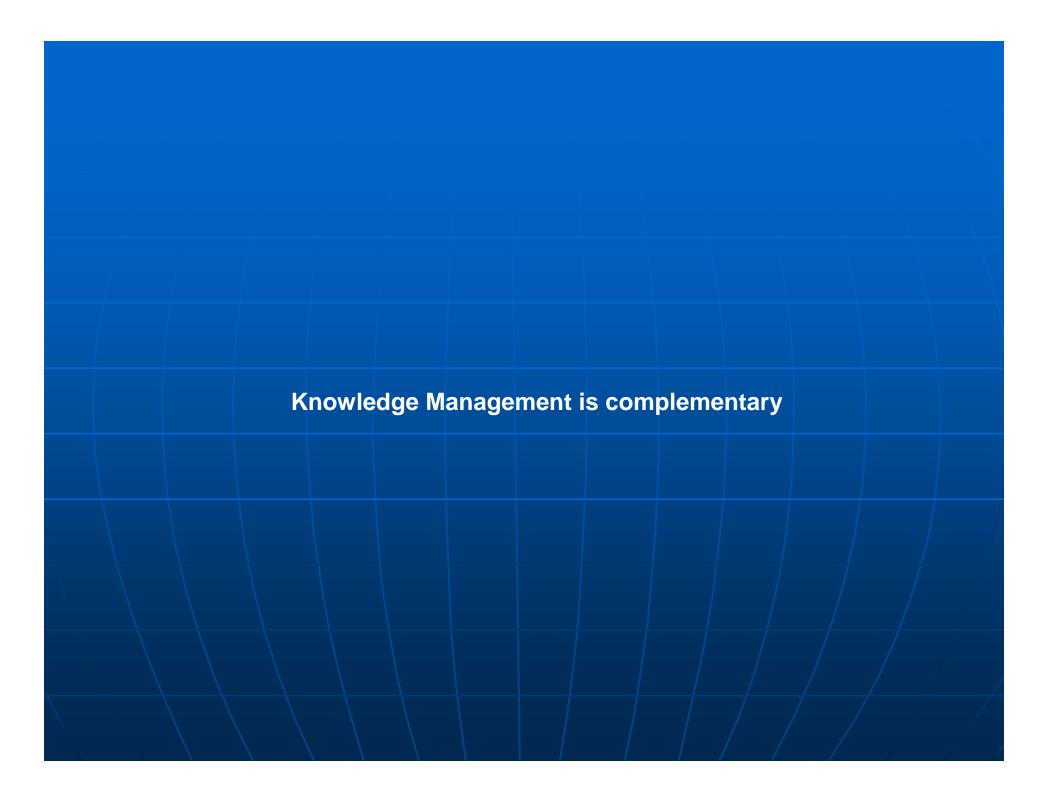




It draws upon pooled expertise, relationships, and alliances. Organizations can further the two-way exchange of ideas by bringing in experts from the field to advise or educate managers on recent trends and developments. Forums, councils, and boards can be instrumental in creating common ground and organizational cohesiveness.





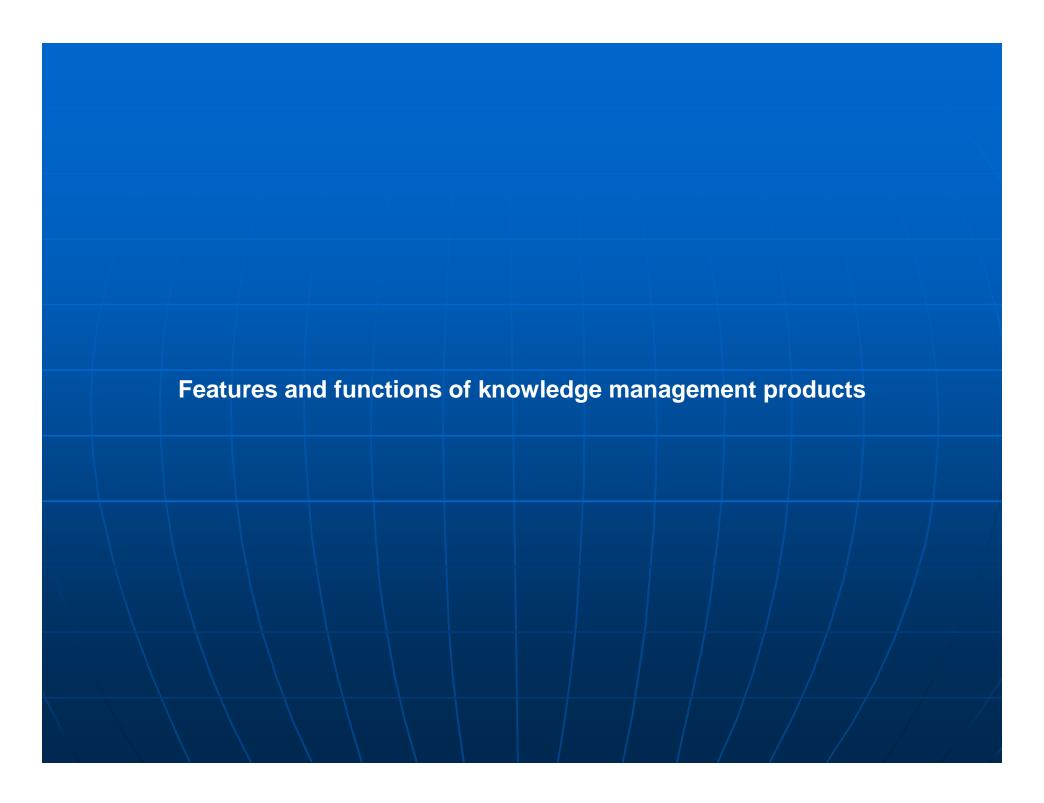


It can be integrated with other organizational learning initiatives such as Total Quality Management (TQM).
It is important for knowledge managers to show interim successes along with
progress made on more protracted efforts such as multiyear systems developments infrastructure, or enterprise architecture projects.

		set of processes and knowledge-b	

A good knowledge management system should reinforce an organizational culture that promotes sharing and learning, makes better information more widely available, reduces duplication of efforts, helps companies develop 'best practices', and allows for the passing of valuable information as members leave the organization. Effective knowledge management should also provide the following benefits to the organization:

-Enhance customer service and satisfaction by improving the speed and quality of customer contacts. -Decrease customer service costs by improving self-service processes. -Decrease training costs and times for new employees. -Increase employee retention rates by recognizing and rewarding employee contributions. -Streamline operations and reduce expenses by eliminating duplicate or unnecessary processes.



It's important to note and understand that knowledge management is not a technology, or a solution, or a software package, but is rather a business practice.

As such, the implementation of knowledge management should be considered at a strategic level.

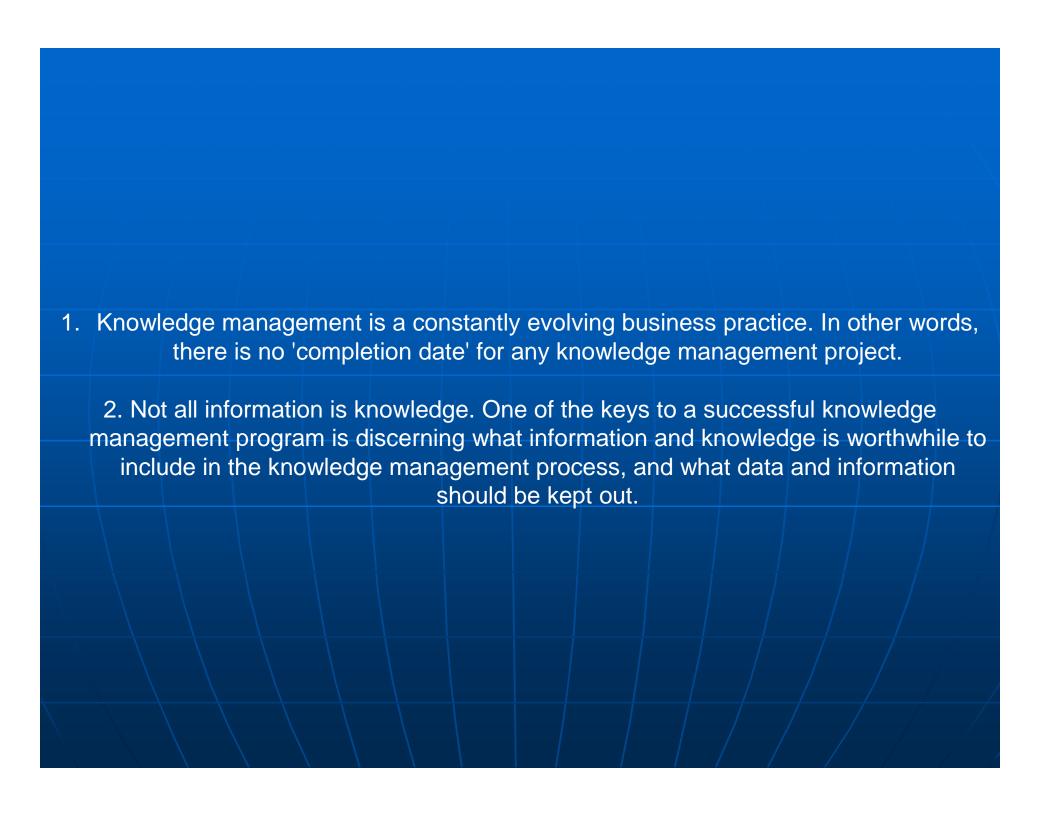
Successful knowledge management often requires a cultural change within an organization, and the most common problem with knowledge management is that interpersonal and cultural issues have not been adequately addressed.

After all, individuals are being asked to give up unique knowledge and experience on behalf of the organization- the very qualities that make the individual valuable within the organization.

If the individual 'gives up' their information, the perception is that they become less valuable and therefore more at risk.



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