ENPERPRISE KNOWLEDGE MANAGEMENT PROCESSES

Summary

Knowledge management requires the implementation of the following enterprise processes: locating and acquiring knowledge, knowledge transfer, and the retention and use of knowledge. Knowledge management processes need to join what is inside the organization with what is outside. Knowledge from the environment must be disseminated and stored in the company as part of organizational knowledge, and then used in the creation of new knowledge. Use of modern computer tools is helpful in these processes. It can create customer value and achieve competitive advantage. In this way, knowledge management processes are a logical sequence of knowledge creation.

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