

KNOWLEDGE MANAGEMENT (KM) SYSTEM IN PRACTICE AT TESCO



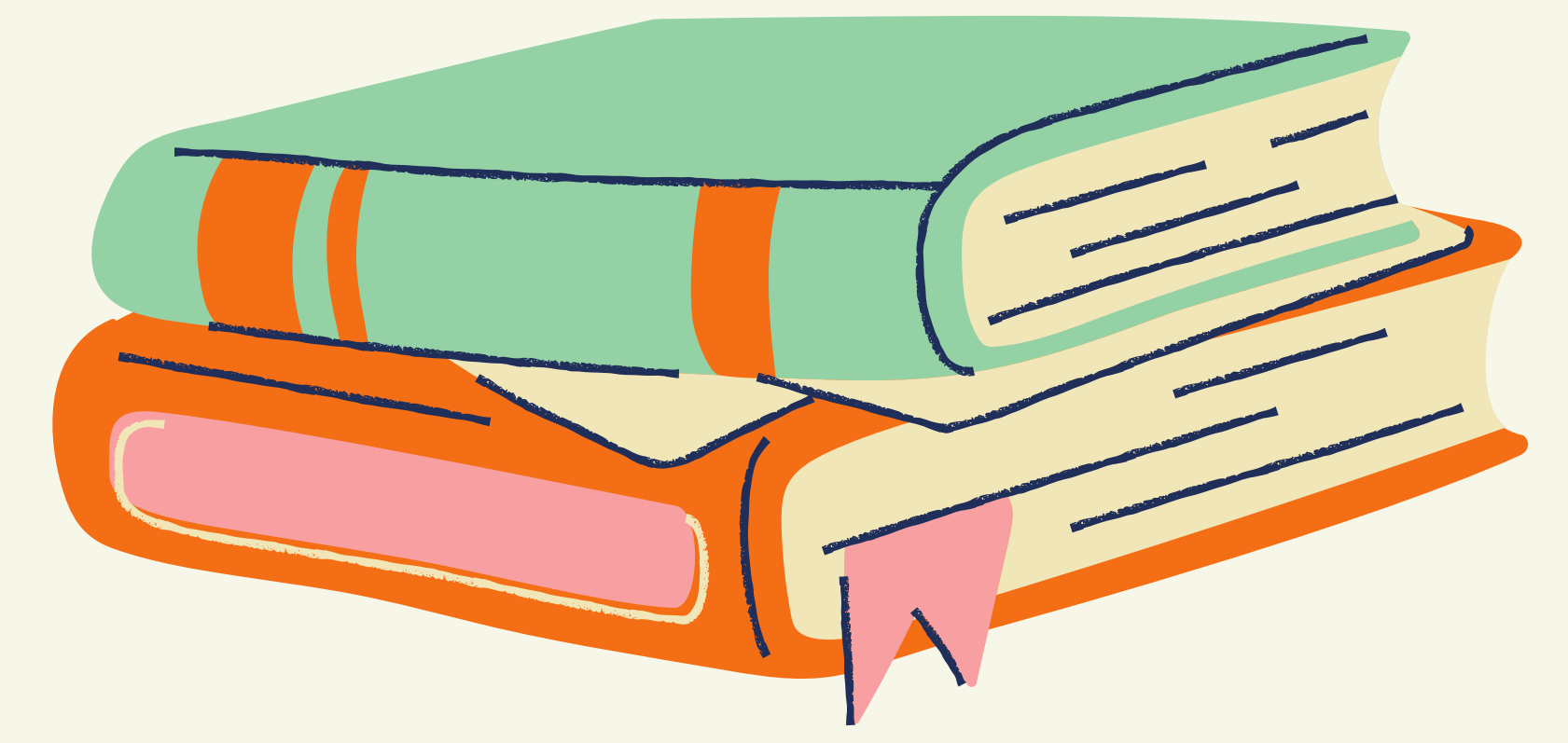
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INTRODUCTION

The purpose of this poster is to showcase the practical implementation of a Knowledge Management (KM) System at Tesco, one of the largest retail chains in the world. The poster will highlight definition and different tools of KM system and how to implement in the organization. It will showcase the key components of Tesco's KM system, including the tools, technologies, and processes used for knowledge capture, storage, retrieval, and sharing.

KM CHALLENGES

Knowledge management faces several challenges that organizations may encounter. Some common challenges include:

1. Cultural and Behavioral Challenges:
2. Technology and Infrastructure Challenges:
3. Knowledge Capture and Organization Challenges:
4. Change Management Challenges:
5. Legal and Intellectual Property Challenges:
6. Human Resource Challenges:

OVERCOME KM CHALLENGES

Overcoming challenges in knowledge management requires a thoughtful approach and effective strategies. Here are some general ways organizations can address the challenges:

1. Establish a Knowledge-Sharing Culture:
2. Provide Adequate Technology and Infrastructure:
3. Develop Knowledge Capture and Organization Strategies:
4. Address Change Management:
5. Manage Legal and Intellectual Property Issues:
6. Develop Human Resource Strategies:

KM TOOLS

- Intranet Portal: Provides a centralized platform for employees to access and share knowledge,
- Document Management System:
- Collaboration Tools: Enables real-time communication and collaboration among employees, fostering knowledge sharing and innovation.
- Social Networking Platforms: Facilitates networking, discussions, and knowledge exchange among employees across different departments and locations.
- Artificial Intelligence (AI) and Machine Learning (ML) Tools

The KM system can be accessed through various access points, depending on the chosen tools and technologies, such as :

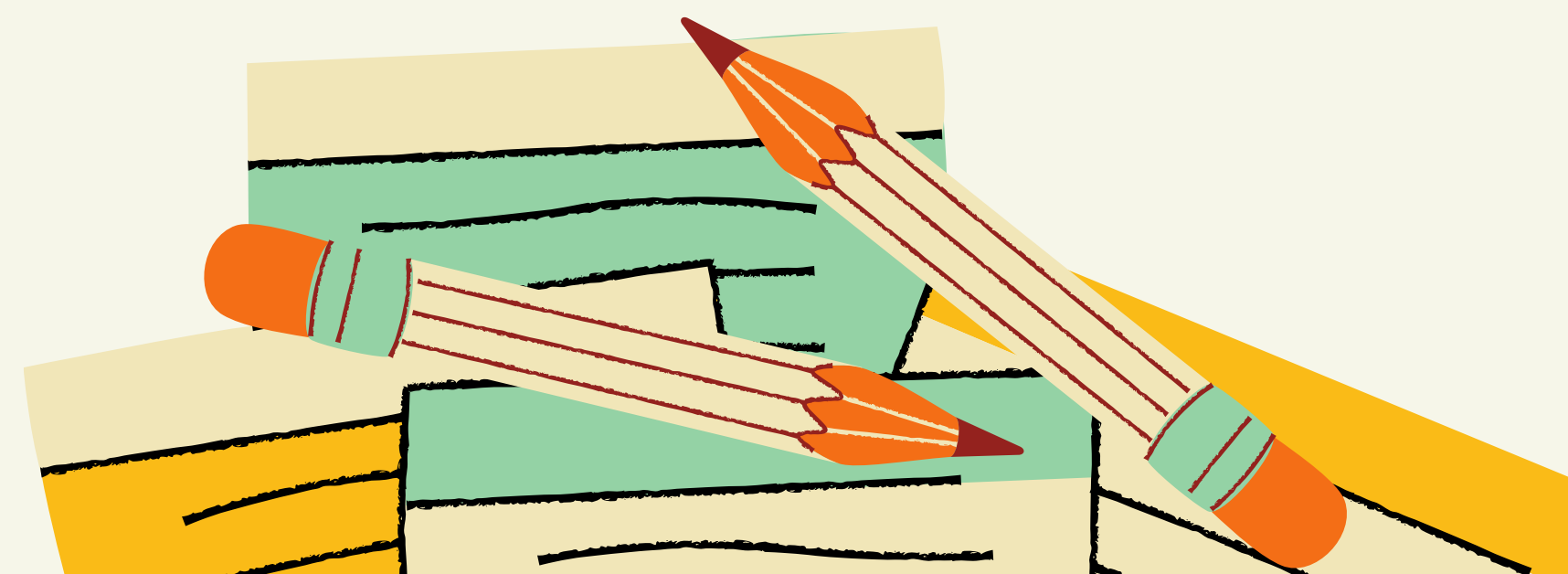
- Web-based interface:
- Mobile applications:
- Integration with existing software: This can provide seamless access to knowledge within the existing workflows of employees, making it easier for them to access and contribute to the KM system.

DEFINITION

Knowledge refers to the understanding, awareness, or familiarity that an individual possesses about facts, concepts, information, skills, or experiences, which is acquired through learning, education, experience, and/or observation, and can be applied in reasoning, problem-solving, decision-making, and action .

In general, knowledge can be described as explicit or tacit.

Knowledge management refers to the process of identifying, capturing, organizing, storing, retrieving, and utilizing an organization's collective knowledge and intellectual assets to achieve its goals and objectives. It involves creating a systematic approach to capturing and leveraging the knowledge, expertise, and experience of individuals within an organization to improve decision-making, foster innovation, enhance performance, and promote collaboration and learning across the organization.



KNOWLEDGE MANAGEMENT LIFE CYCLE

Knowledge Acquisition

Knowledge Retention

Knowledge Transfer

A key element related to the acquisition of knowledge is creativity and innovation; the knowledge is acquired through the development of new knowledge from different ways:

- New Employees
- Mergers
- Acquisitions
- Consultancy
- Outsourcing
- Research and Development
- External Training Programs
- Databases
- Machinery and equipment

The process of capturing, preserving, and managing an organization's intellectual assets, which include critical knowledge, expertise, skills, and experience, with the goal of ensuring that this knowledge is available and accessible for current and future use. KR can be achieved through documentation, training, mentoring, and creating a knowledge-sharing culture within the organization. It may also involve the use of technological tools and systems

Knowledge can be transferred intentionally or unintentionally, not only within departments and groups within organizations but also across organizational boundaries. The transfer of knowledge and best practices involves a sharing process that includes trial and error, feedback, and mutual adjustment (Szulanski, 1996; Powell, 1998; Kaeser, 2001).

Security restrictions for the KM system would depend on the organization's policies and requirements. Some possible security measures could include:

- User authentication and access controls: Implementing strong user authentication measures, such as passwords, two-factor authentication, and role-based access controls.
- Encryption:
- Regular backups:
- Audit logs: Maintaining audit logs of user activities within the KM system to track and monitor any unauthorized access or activity.

Implementing a KM system without spending excessive organizational resources can be achieved through various strategies:

- Open-source or free tools:
- Cloud-based solutions:
- Gradual implementation Instead of implementing a KM system organization-wide all at once,
- Employee involvement:
- Leveraging existing tools: Organizations can also leverage existing tools and technologies that are already in use, such as intranet portals, document management systems, or collaboration tools, and enhance their capabilities to function as a KM system.

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