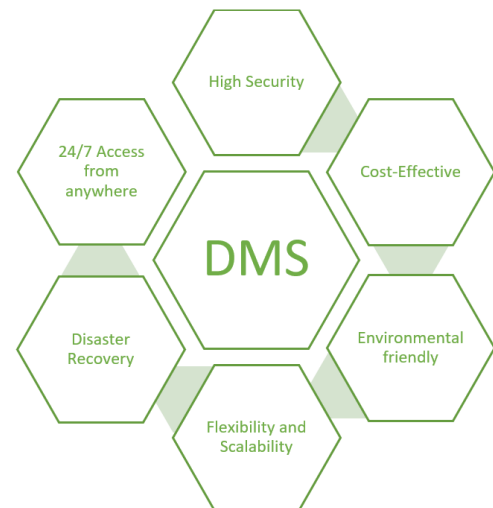


KNOWLEDGE MANAGEMENT SYSTEM (KM) IN PRACTICE AT DHL

DHL plays a vital role in facilitating international trade and connecting people and businesses across the globe.

KM Systems streamline how organizations capture, store, share, and apply knowledge. They improve collaboration, decision making, and innovation by ensuring easy access to valuable information and expertise within the organization.



1. DOCUMENT MANAGEMENT SYSTEMS (DMS): Centralized storage for documents and manuals.
2. COLLABORATION PLATFORMS: Real-time communication and document sharing.
3. EXPERTISE DIRECTORIES: Connect with subject matter experts.
4. LEARNING MANAGEMENT SYSTEMS (LMS): Access training materials and courses.
5. ENTERPRISE SEARCH TOOLS: Quickly find information.

BENEFITS: EFFICIENCY, COLLABORATION, DECISION-MAKING, KNOWLEDGE RETENTION, CONTINUOUS LEARNING

DRAWBACKS: COMPLEXITY, RESISTANCE TO CHANGE, INFORMATION OVERLOAD, SECURITY CONCERNS

Module Lecturer and Module Code: Nadeem Mirza (BMSW5106_LON)

Student Name & ID: Viktoria Maneva (2115384)

monday.com Blog. (2021). What is a knowledge management system? [online] Available at: <https://monday.com/blog/project-management/knowledge-management-system/>.

king-theme.com (n.d.). What is a Document Management System? What are the key features and benefits? [online] Available at: <https://www.xorlogics.com/2023/01/31/what-is-a-document-management-system-what-are-the-key-features-and-benefits/> [Accessed 28 Apr. 2024].

