

Amazon UK provides e-commerce services with a focus on home delivery. It runs a vast network of warehouses, distribution centres, and delivery hubs across the UK to ensure fast and effective delivery.

Knowledge Management (KM) System in practice at Amazon UK



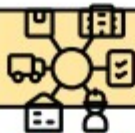
Learning Management System

LMS are used to coordinate the education and training of staff members.



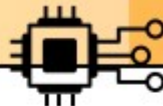
Customer Relationship Management

Marketing, sales, and service departments all benefit from CRM since it allows them to keep track of client data.



Inventory Management System

It keeps track of inventory, products, supply chain, stocks and other product related systems.



Automation systems

It provides automated services to companies to manage large information and systems.

Amazon UK's information management strategy:

1. Centralized Data Management
2. Cloud- Based Infrastructure
3. Real-Time Analytics
4. Machine Learning
5. Robust Security
6. Customer Privacy
7. Collaborative approach
8. Continuous Improvement

PURPOSE

To showcase the benefits of implementing a better KM system that connects people to create, share and exploit knowledge effectively.

Integrating with Current systems

New KMS tools would need to be tailored to Amazon's business requirements and integrated with existing systems through application programming interfaces (APIs) or some other ways.

Integrating with Current systems

- Implementation and acceptance over time.
- Pilot testing in a specific department or team.
- First trials inside a smaller group or division.

The implementation of open-source software and the use of cloud-based services.

Commercialization of accumulated knowledge

- Creation of cutting-edge new goods and services.
- Intellectual property licensing and commercialization.
- The development of fresh sources of funding.

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Benefits

- Employee cooperation has improved.
- Improved decision-making.
- Improved productivity and efficiency.
- Increased creativity and ingenuity.



Drawbacks

- Employees' resistance to change.
- The cost of putting the system in place.
- Training takes time and resources.