



Introduction

A knowledge management system (KMS) is an IT system that stores, organizes, and retrieves knowledge within an organization, enhancing collaboration and decision-making. **(Durisinova, 2023)**

Consulting Tesco's knowledge management landscape involves understanding the current landscape, the aim is to propose best practices and explore the creation of a better knowledge management system for all stakeholders.

Tesco's Current KM Landscape

- Operates various store formats across 14 countries.
- Recently expanded into online grocery shopping.
- Core Value: Create customer value for lifetime loyalty.
- Vision: Be a growth company.

Practical Implementation Steps for Knowledge Management (KM)

- **Utilize KM Tools and Technologies:** DMS, Intranet Portal, and Collaboration Tools.
- **Design User-Friendly Access Points:** DMS Interface, Intranet Portal, and Collaboration Tools.
- **Integrate with Existing Systems:** ERP and CRM Integration for informed decision-making and customer insights.
- **Leverage existing infrastructure and explore** cost-effective KM software options.
- **Commercialize Accumulated Knowledge:** Product Development based on KM insights and Consulting Services for external best practices sharing. **(Espy, 2019)**

Key Perspectives for Operations Improvement

- **Customer-Centric Approach:** Implement a low-price policy and loyalty card strategy. Optimize inventory and distribution for cost efficiency.
- **Operations Design:** Streamline stock levels and implement just-in-time practices. Enhance delivery speed and accuracy. Explore innovative last-mile solutions.
- **Capacity Management:** Optimize staffing during peak hours and cross-train employees.
- **Knowledge Sharing Culture:** Promote collaboration and encourage employee sharing of insights and best practices.

Conclusion

Tesco's journey toward a better KM system involves aligning strategy, design, and management. By connecting people, information, and tools effectively, Tesco can unlock its full potential and continue to thrive in the retail landscape.

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