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KNOWLEDGE AND INFORMATION MANAGEMENT REPORT OF AMAZON AND BOOHOO ORGANIZATIONS

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Module: Knowledge and
Information Management Skills for
the Workplace

Module code: BMSW5106

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INTRODUCTION

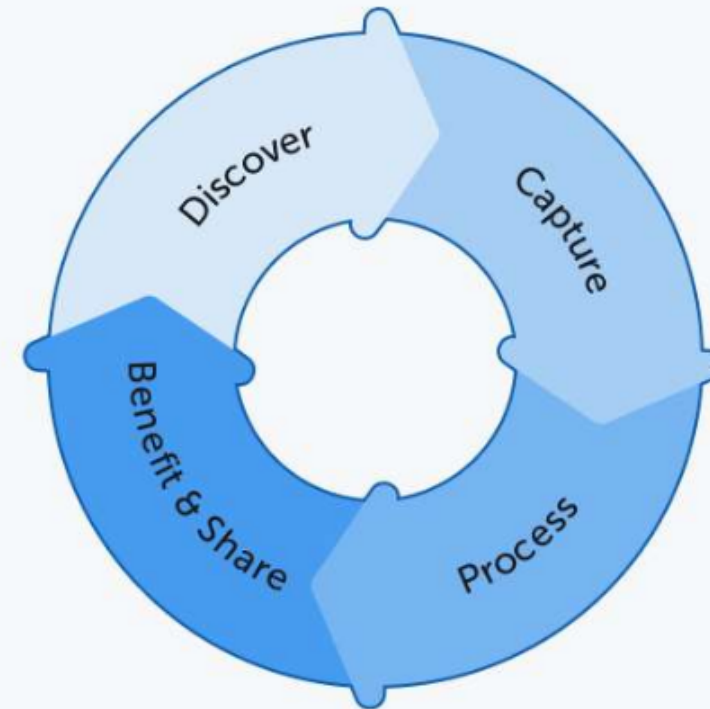
Workers are actually reliant on up-to-date along with accurate knowledge in order to perform their work properly.

Teams of a company can access the information properly through the KMS.

KMS also helps a business retain that knowledge for future application.

Productivity and efficiency are enhanced properly because of KMS. Business process is improved due to knowledge management systems (Salami and Suhaimi, 2019).

Knowledge Management Cycle





SIGNIFICANT POINTS

Overview of Knowledge Management System for two organisations

Boohoo protects their knowledge about their operations.

Boohoo uses data in order to influence the market and acquire a dominating position in a proper way.

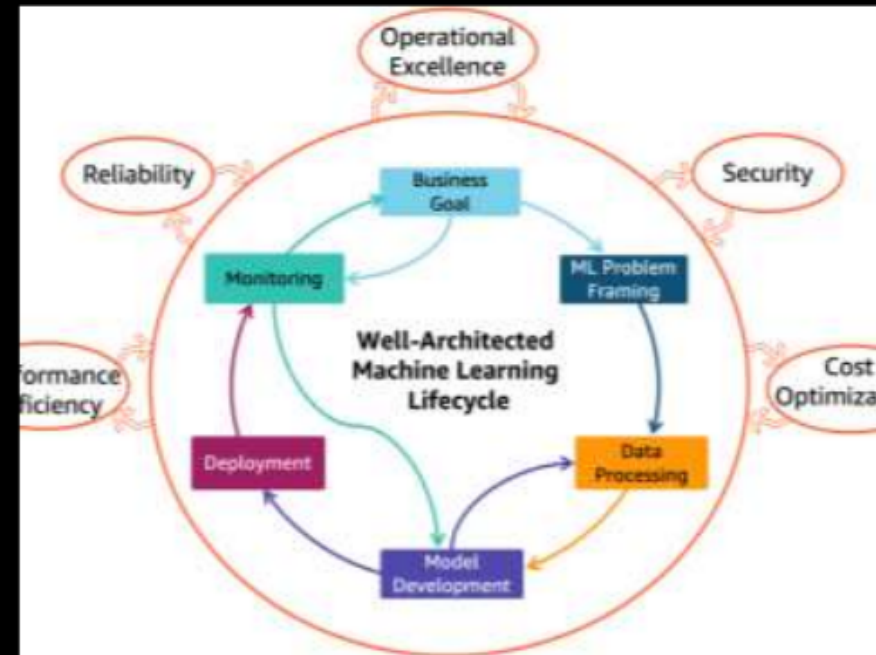
The knowledge management systems of Amazon company do not generally depend on external technologies which is regarded as one of the strengths of this brand.

SIGNIFICANT POINTS (CONTINUATION)

Compare and contrast the KMS of both organisations in challenge identification

Both organisations have total control of how in order to release the data in the market. KMS is helping to increase the productivity and efficiency of Amazon and Boohoo.

It has been analysed that effective application of data has a huge effect and offers a competitive edge to Amazon and Boohoo.



THE SIGNIFICANT POINTS (CONTINUATION)

- *KM value chain and supporting system in KMS acceleration in the businesses*

- KMS in a company is done for managing the information that is generally related to the company.
- It has been analysed that there are four stages present in KMS and these stages are relevant to increase the performance rate.
- The acquisition is the first stage of the knowledge management value chain.
 - Valuable data is acquired from several sources.

DEMONSTRATE EVIDENCE OF ROBUST KNOWLEDGE OF THE MAJOR ISSUES

Identification of gaps in KMS in organisations

The KMS is important to increase the performance rate of a company. Outdated technology is regarded as one of the major issues in the KMS (Gagné, et al., 2019) .

Due to outdated technology, the business operations are not operated properly (García-Peñalvo, 2021).

Outdated technology is also affecting the efficiency rate of the business.

Staff shortage is also related to issues of KMS.



DEMONSTRATE EVIDENCE OF ROBUST KNOWLEDGE OF THE MAJOR ISSUES (CONTINUATION)

Solutions to the mentioned challenges

Setting a clear objective is important to remove the issue related to the KMS.

Implementing a knowledge management strategy helps to overcome mentioned challenges in a proper manner (Salami and Suhaimi, 2019).

Researchers have stated that knowledge management is always a team effort.

Team effort is important to mitigate the challenges of KMS (Sarka, et al., 2019) .



KMS is related to the productivity and performance rate of a company.

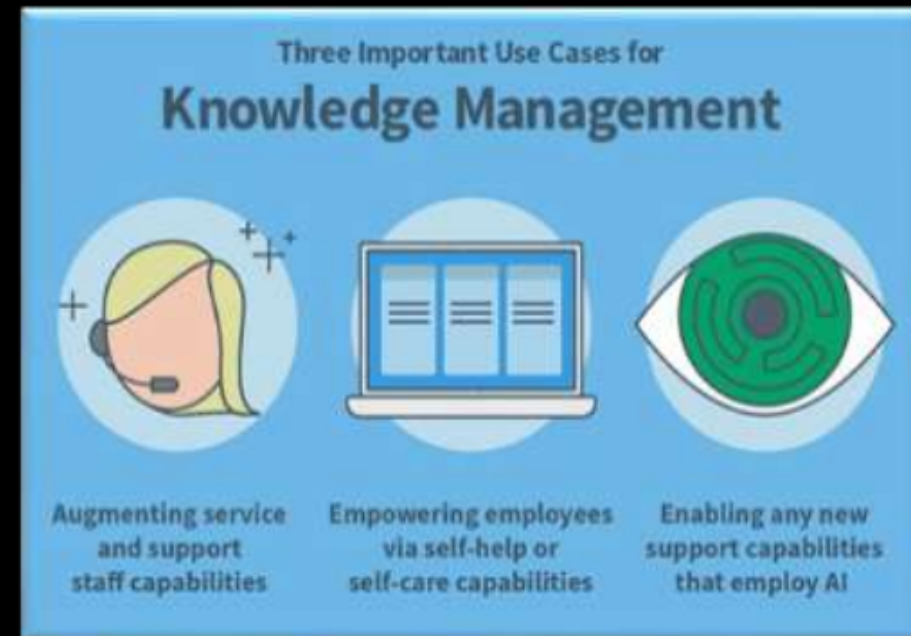
KMS is helping to move towards business goals by creating clear objectives.

One of the significant advantages of implementing KMS is a decrease in the cost of production.

It is also identified that effective knowledge management systems also help a company to lead in the market.

Both Amazon and Boohoo get success in their business because of the KMS. It is also observed that KMS is also helping the efficiency of organisations. In the above part, it is also discussed some challenges associated with KMS and provides some solutions to overcome this.

CONCLUSION



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