

Knowledge and Information Management Skills for the Workplace



The Objective of The Poster Display

Organizational knowledge is created, distributed, utilized, and managed by means of knowledge management (KM). As the poster demonstrates, what it aims to do is to demonstrate to the audience that an organization can create a more effective knowledge management system that takes all its stakeholders on a journey of discovery by describing the role and scope of knowledge management systems, and giving examples of how small changes can result in significant improvements (Porumbeanu, 2019).

Knowledge Management: Processes, Techniques and Tools



Determining the potential KM tools/technologies and how they will be implemented

The following is a discussion of KM tools

Without Limit: Knowledge management software based on Infinity is a commercial product. By using this software, employees, students, and project participants are able to stay informed about the progress of projects, processes, or projects throughout the duration of their involvement. In both desktop and mobile formats, it imports lists, documents, and notes.

Helpjuice: The Helpjuice software provides a collaborative way of visualizing project progress and collaboration within teams. Not only does Helpjuice facilitate employee use of documentation and resources, but it also tracks analytics for the entire team, assists with category management, collaborates with other users, and helps employees interact directly with customers.

HubSpot: Collaboration and communication are made easier with HubSpot, a collaborative knowledge management application. In addition to automating server administration and customer interaction, the software provides routing and ticketing capabilities. A live chat function, team emails, and other means of communication are available to employees, stakeholders, and consumers.

KnowAll: There is a program called KnowAll that allows WordPress teams to create and publish content using advanced WordPress capabilities, such as compiling articles, translating content, and publishing them quickly.

The HelpCrunch website: Online collaboration and teamwork are made possible through HelpCrunch, a software platform for departmental communication and information storage.

Quip: Teams can collaborate and manage initiatives on a timeline with Quip, an application for team and data management (Wang, 2019).

Efficiency of the infrastructure, including advantage and disadvantage

- Business management effectiveness is enhanced by the management of information and knowledge (Hounton & Newlands, 2019).
- Among the main impacts of the information and knowledge management systems being used by Tesco is the ability for the company to manage one of its most core supply chain management processes in an efficient way, making use of the systems to manage the process.
- Tesco gained an increased ability to control stock, manage delivery methods, and manage returns with the help of these management systems.
- As a company that has been in business for a number of years, Tesco has a comprehensive knowledge management strategy that is highly innovative and beneficial to the company's growth.
- In addition to impacting Tesco's knowledge and innovation, the strategies employed also have a direct impact on the organization's supply chain, product innovation, and its decision-making processes.
- This allows Tesco to keep track of their loyal customers, their revenue, their profits, as well as their employees' presences and absences and make the company more prosperous in the future. By utilizing this technology, Tesco will be able to better manage their business, enhance its future, and provide other competitors with a formidable challenge.
- To ensure that Tesco is providing accurate and complete information throughout its organization, the company needs to ensure that the information and knowledge management system must be updated and accurate to ensure accurate information travels throughout the organization. The greatest impact of knowledge and information management can be found in three major areas (Hounton & Newlands, 2019).

Implement the selected KM system with minimal expenditure of organization resources.

Business and consumer requirements are constantly changing, so knowledge management systems must also be able to adapt.

Knowledge management systems should include the following features:

- Both employees and consumers will find it user-friendly and accessible.
- Easily modifiable and updatable (information is easy to modify)
- Engaging in social interactions
- Mechanized to the core

It is important that all levels of an organization have access to knowledge management systems.

A key component of knowledge management is data collection. A knowledge management system that lacks processes to document and update company policies and procedures will fail (Virchow, 2022).

Following are the best practice principles for implementing Tesco's knowledge management system:

- Utilize the information you have provided and encourage your team to share their expertise.
- The systematic recording of knowledge must be maintained by you and your team.
- Your business plan and existing processes should be taken into consideration when selecting and implementing a KMS.
- Continuous improvement is the goal of a KMS. Information must be updated in response to changes and advancements in circumstances (Virchow, 2022).

Knowledge management strategies and goals are essential to success. The culture of your organization will need to be transformed so that knowledge is shared, utilized, and updated (Virchow, 2022).

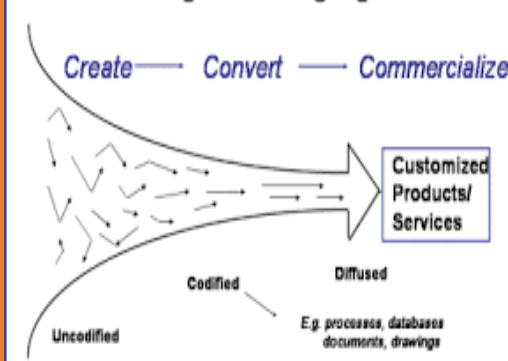
How the acquired knowledge could be commercialized

- The system contains "noise." Recognize this noise. The system is filled with "noise." The target market must be determined in order for the innovation to be successful.
- Facilitate a brainstorming session for divergent ideas. The feature is designed for ten individuals representing various departments within an organization (marketing, sales, design, engineering, and anyone else with a unique approach that can add value to the conversation).
- A convergent innovation session should be held. As a result of the divergent innovation session, the numerous ideas generated are refined and analysed in greater detail.
- Create a prototype that looks like the final product. Designers become involved here, creating an innovative concept that stands out through its visuals and styling.
- Complete the prototype by combining all components. The functional prototype and the aesthetic prototype come together at this point, combining stages 4 and 5.
- Scale up. A larger batch size is constructed after the full prototype trials address any issues or concerns raised. Furthermore, this will give Tesco the opportunity to determine what scale-up requirements will be needed for the product or process (Mancilla, 2022).

Knowledge Management Cycle



Knowledge Packaging



References

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- Porumbeanu, O.-L. (2019) 'Creating a culture of learning and knowledge sharing in libraries and Information Services', New Research on Knowledge Management Models and Methods
- Virchow, D. (2022) 'implement the chosen KM system without spending much of the organisation resources
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