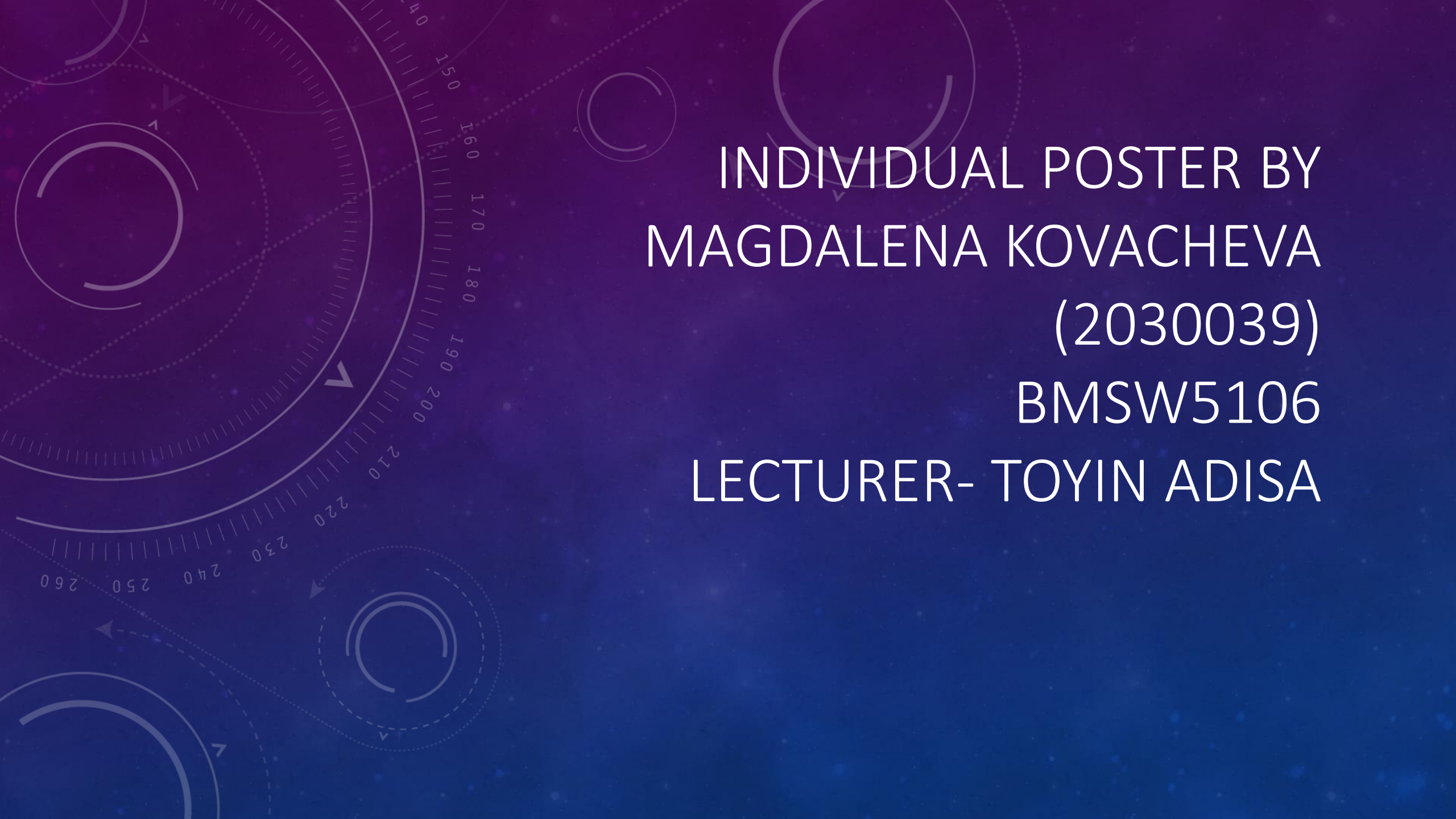


The background is a dark blue gradient with a subtle pattern of white dots. On the left side, there are several concentric circles and a large circular scale with numerical markings from 140 to 260. The scale has major ticks every 10 units and minor ticks every 2 units. There are also some dashed lines and arrows pointing in different directions, creating a technical or scientific feel.

INDIVIDUAL POSTER BY
MAGDALENA KOVACHEVA
(2030039)
BMSW5106
LECTURER- TOYIN ADISA

Poster presentation

KM tools and their purpose

Learning management system- To host & track the e-learning. I give the firms like Amazon a virtual hub so that learners can access the training resources.

knowledge centered services- To provide the real time customer, employee support, along with creating & maintaining the documentation as a part of same process.

customers relationship management- To response to resolve issues quickly, enable self-services, and provide consistent answer (Thomas and Gupta, 2022).

Use of knowledge management system

It provides better preparation efficient to the organisation by managing all the data very carefully. Amazon successfully manage the knowledge that provide the form a centralised place to store & access the readily information (Albqowr, Alsharairi and Alsoussi, 2022).

How KM interact with other systems

Companies involve various actions & operation as well that are perform for attainment of their goals (Canito, Corchado and Marreiros, 2022). The knowledge management support the organisational actions that need to be carried out systematically. Amazon can enjoy better advantage of the artificial intelligence that improve its customer's experience.

..... KNOWLEDGE MANAGEMENT



PROCESS



ADVICE



IMPROVEMENT



PEOPLE

Implementation of the knowledge system

Amazon can implement the enterprise wide knowledge management system that focus on gathering, disseminating string & using the knowledge (Wray, Sharma and Subban, 2022). It will provide the firm an opportunity of carrying out streamline work that result in a higher probability.

Knowledge accumulated could be commercialised

The knowledge can be utilised by Amazon for its employees so that they can perform the operational activities in a systematic manner. Amazon can hold onto the information & situation that can provide the best return (Kolla, 2022).

REFERENCES

- Thomas, A. and Gupta, V., 2022. Tacit knowledge in organizations: Bibliometrics and a framework-based systematic review of antecedents, outcomes, theories, methods and future directions. *Journal of Knowledge Management*, 26(4), pp.1014-1041.
- Albqowr, A., Alsharairi, M. and Alsoussi, A., 2022. Big data analytics in supply chain management: a systematic literature review. *VINE Journal of Information and Knowledge Management Systems*.
- Canito, A., Corchado, J. and Marreiros, G., 2022. A systematic review on time-constrained ontology evolution in predictive maintenance. *Artificial Intelligence Review*, 55(4), pp.3183-3211.
- .