



ANDERSON (2133889)
KNOWLEDGE AND INFORMATION MANAGEMENT SKILLS FOR THE
WORKPLACE
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AIMS AND OBJECTIVES OF THE POSTER (1)

- Examine and evaluate actual Deliveroo KMS



- Implement new ideas with low cost



- How could be commercialised



KMS TOOLS IN DELIVEROO (2)

Salesforce
(CRM)

Frank
'algorithm'



AppsFlyer

AWS
(Amazon
Web
Services)

DEVELOPING/IMPROVING KM TOOLS/TECHNOLOGIES



Training and
development
programs

- provide courses
- test knowledge process to ensure functioning properly
- encourage collaborative experimentation

feedback
mechanims
and
monitoring

- checklists
- efficient feedback loop
- group discussions

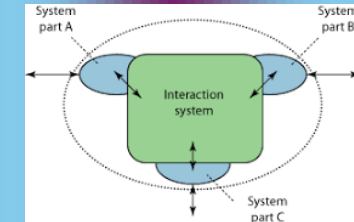
order management system

- streamline order management
- improve visibility and communication
- integrate a platform to maximize profitability

integrate AI¹ and
automation²

- improve the decision - making
- cost savings
- accuracy information

INTERACTIONS WITH OTHERS SYSTEMS



COST IMPLEMENTATION

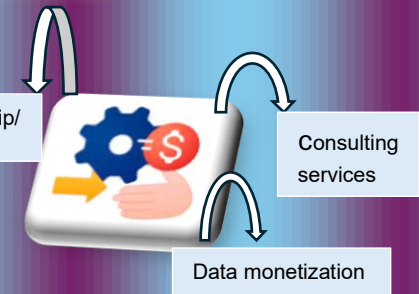


cloud based

open source

customization

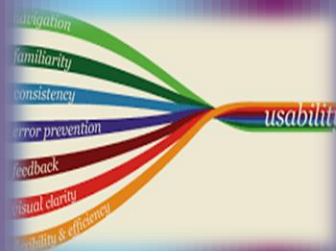
Partnership/
licensing



CONCLUSION

- To analyse data and reach a better decision - making.
- Enhance communications.
- Efficiency and productivity
- Find solutions better problem-solving.
- Fast adaptation to changing.

USAGE/ACCESS



REFERENCES

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- (2) Salesforce (2024) 'Deliveroo serves up a wider choice of great food from more partners with Salesforce' Available at: <https://www.salesforce.com/uk/resources/customer-stories/deliveroo/> (Accessed 09.04.2024)
- Chouffani, R. (2023) 'how do collaboration and knowledge management relate?' Available at: <https://www.techtarget.com/search/contentmanagement/answer/How-do-collaboration-and-knowledge-management-relate> (Accessed 09.04.2024)