

Introduction

The purpose of this poster is to show and discuss the knowledge management system in the “Coke” organization. This poster will describe the important points of the KM system in “Coke” and describes how to implement the system in the organizations, stating the advantages and disadvantages for the organization itself.



References:

(INDEED,2023,Knowledge management tools, available at: <https://www.indeed.com/career-advice/career-development/knowledge-management-tools>
Access at:01.12.2023
Enterprise knowwedge,2022,available at:<https://enterprise-knowledge.com/tips-for-implementing-km-technology-solutions/#:~:text=ConstructingAccess:30.11.2023>
(NIBUSINESS,2023,available at:<https://www.nibusinessinfo.co.uk/content/advantages-and-disadvantages-knowledge-management>
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Individual poster

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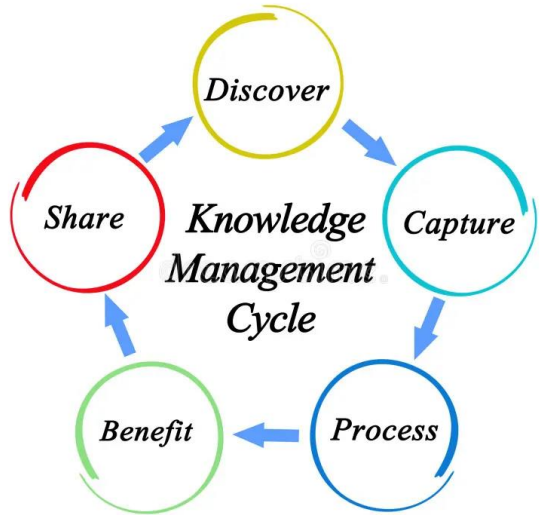
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Demonstration of how KM tools would be used:
When it comes to the use of knowledge management tools, "Coca-Cola" uses an application called "Infinity." This tool may assist you in staying current during a project and import lists, documents, and notes in an easily readable manner for desktop and mobile devices. Leaders can also customise their workspace with the programme to organise data in a way that is most efficient for all parties involved. Leaders can start their projects with an organised page from Infinity's software and organisation capabilities, with over 50 templates to select from.
HubSpot: This software facilitates customer contact and server moderation with capabilities including automation, routing, ticketing, and reporting. Team emails, live chats, and other kinds of feedback are all available to stakeholders, consumers, and employees. Using the resources included in the software, employee groups can use this tool to plan projects, accomplish goals, and make plans for even bigger ones.
(INDEED,2023).

Ways to commercialising the knowledge:
The first one is listening to your colleagues and feedback from the customers.
The second one is to **improve the decision-making process**, so Coke will do better km by updating their decision-making skills.

Identification possible KM tools with their purposes.
Determine potential knowledge management tools and their uses.
Knowledge management software for processing data in enterprises is called Infinity. Throughout a project or process, this data management software can assist staff, students, or project participants in staying informed. During a project, HubSpot is a collaborative knowledge management solution that facilitates staff communication and teamwork.
(INDEED,2023).

How to implement the chosen KM system:
To implement the KM system at Coke must:
Step 1: Replace the IT team's computers to support them.
Step 2: Data Updating and Maintenance: Constant effort and resources are needed to maintain accurate and up-to-date data on knowledge management platforms.
Step 3: Provide personnel with frequent training that will enable them to perform at the highest level possible.
(Enterprise knowledge,2022).



Proposed KM framework with benefits and challenges:
Improve Efficiency: Knowledge management reduces the amount of time lost on information searches, which is the foundation of efficiency. Knowledge management is intended to enable your partners and staff to obtain the appropriate information at the appropriate moment and improve the efficiency of your business.
Stop Data Breach: Organisational knowledge that is well-managed shields your business from the legal and reputational risks associated with information theft or leaks. Several typical obstacles consist of:
figuring out how to effectively record and capture business knowledge
facilitating the finding of resources and information
encouraging knowledge sharing, reuse, and consistent application.
(NIBUSINESS,2023).

How will interact with other system:
It will be simpler to configure the system mythology as a systematic flow when interacting with other systems because the emphasis will be on gathering data that will aid in system maintenance. It will also be crucial for sharing, analysing, and keeping track of crucial data.

Conclusion:
In conclusion I want to mention the KM tools which Coke is using are I infinity and HubSpot.