

Q183 Explain the needs of knowledge management.

Ans Knowledge management is important because it boosts the efficiency of an organisation's decision-making ability.

In making sure that all employees have access to the overall expertise held within the organisation, a smarter workforce is built who are more able to make quick decisions, that benefits the company.

• Objective of knowledge management

(a) To enhance internal collaboration

(b) To capture & share best practices

(c) Customer relationship management

(d) To provide a project work place.