

Ans 1

① Speed up access to Information and Knowledge:- Knowledge management makes easier to find the information or the people who hold the information ~~of~~ you need.

② Improve decision making Process:-

Employee can improve the quality and speed of decision making by accessing the knowledge of the entire organization when they need it.

③ Promote innovation and cultural change, Enable and encourage the sharing of Ideas collaboration and access to the latest information. Knowledge management enables individuals to innovation and the

Culture changes need to evolve the organization and meet changing business needs.

4. Improve the efficiency of an organization operating units and business processes. - with faster access and resources across the organization. Knowledge workers can act quickly.

5. Increment customer satisfaction.

The sharing of knowledge and cross collaboration help to increase the value offered to customer.