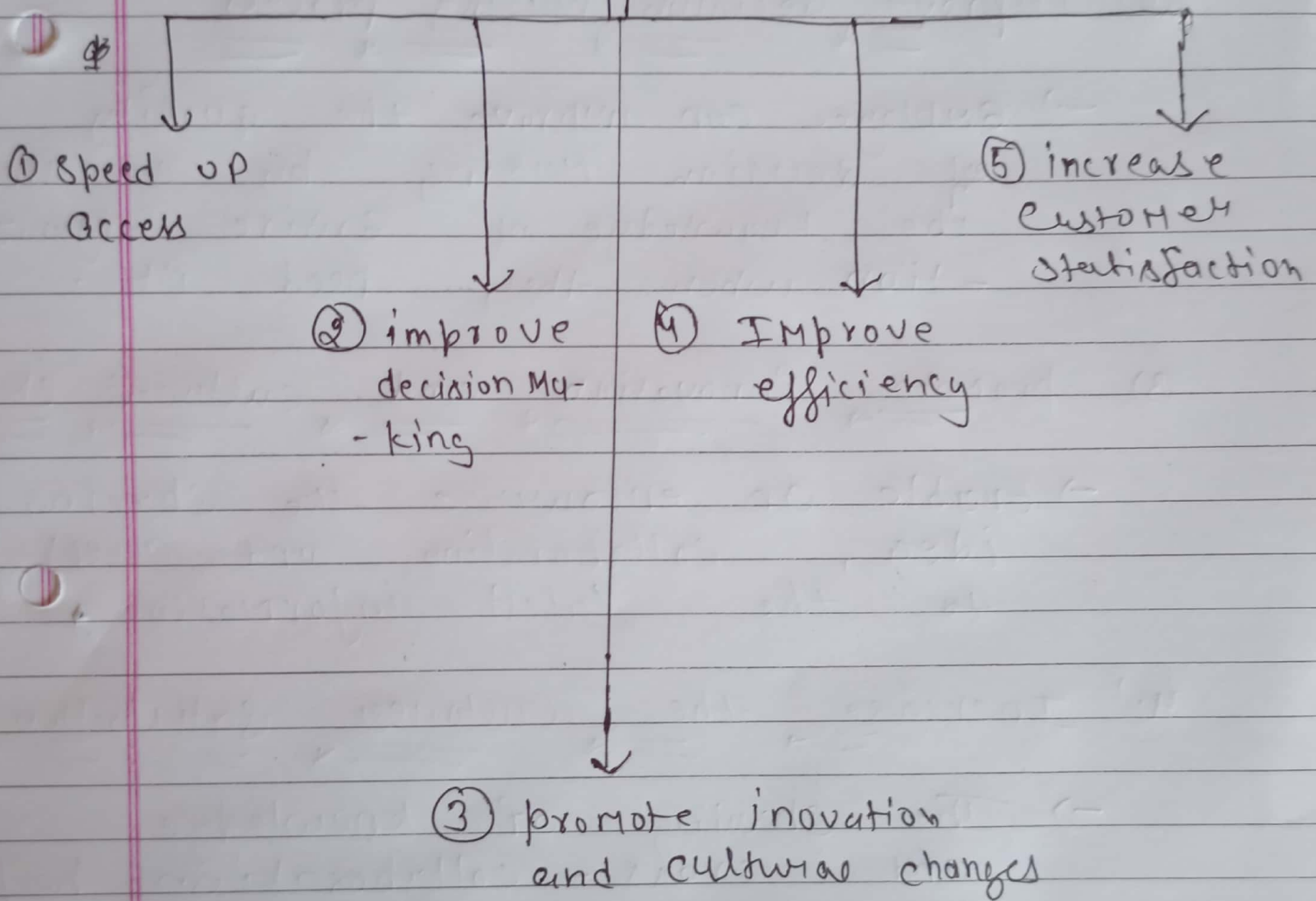


Ques →

Why KM is Necessary



(1) speed up access to information & knowl.
⇒* ⇒* ⇐⇒ ⇒* ⇒* ⇒*

→ KM makes it easier to find the information or people who hold the information you need.

(2) Improve decision Making process
⇒* ⇒* ⇒* ⇒*

→ employees can improve the quality of decision making by accessing the knowledge of entire organization when they need it.

(3) promote innovation and cultural change
⇒* ⇒* ⇒* ⇒*

→ Enable and encourage the sharing idea, collaboration and access to the latest information.

(4) Increase the customer satisfaction
⇒* ⇒* ⇒* ⇒*

→ The sharing of knowledge and cross-collaboration helps to increase the value offered to customers.