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Thomas H. Davenport, Gilbert J. B. Probst

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Knowledge Management Case Book Thomas H. Davenport, Gilbert J. B. Probst, 2002-06-10 This book provides a perspective on knowledge management at Siemens an internationally recognised benchmark by presenting the reader with the best of the corporation's practical applications and experiences Tom Davenport and Gilbert Probst bring together instructive case studies from different areas that reflect the rich insights gained from years of experience in practising knowledge management Most of the cases have been updated for the second edition New cases have been added The Knowledge Management Case Book provides a comprehensive account of how organisational knowledge assets can be managed effectively Specific emphasis is given to the development of generic lessons that can be learned from Siemens experience The book also offers a roadmap to building a mature knowledge enterprise thereby enhancing our understanding of the steps that need to be taken in order to sustain competitive dominance in the knowledge economy Presenting applications from very different areas this practice orientated book is really outstanding in the broad field of KM literature Perhaps the most revealing and interesting part of the cases in this book is not the analysis of the various knowledge management tools and processes but the description of their development of how they come about of how commitment was gained of how implementation was led Yves Doz The Timken Chaired Professor of Global Technology and Innovation at INSEAD Fontainebleau This case book brings insights how our most valuable resource makes those tools happen I found this

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