

# Knowledge Management

Master of Science in Information Technology  
Department of Computer Engineering  
Kasetsart University  
MSIT 7 – 2005

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## Course Description:

This subject addresses the processes of creation, dissemination, transfer, retention, measurement, application and distribution of corporate knowledge for re-use. It also addresses techniques for managing knowledge. While the course has a strong technological focus, a linkage between IT and KM, a range of issues in organizational strategy are also covered.

## Course Schedule:

No.	Topics	Instructor
1.	Introduction to KM:	Somchai
2.	Knowledge & Knowing	Somchai
3.	Knowledge Processe and CoPs	Somchai
4.	Knowledge Creation	Somchai
5.	KM Strategy	Somchai
6.	KM and Learning Organization	Somchai
7.	Case studies: NECTEC, Siemens	Guest speaker Dr. Adshariya (NECTEC) Khun Pairoj (Siemens)
<b>Mid-Term Examination</b>		
9.	IT Tools for Managing Knowledge : ERP for managing knowledge : IT tools in university R&D units	Somchai & Dr. Phasit (Oracle)
10.	Intellectual Capital	Somchai
11.	Knowledge and Competence	Somchai
12.	KM for Innovation	Somchai
13.	KM for R&D Organization	Somchai
14.	KM & Measurement	Somchai
15.	Group Presentation and Discussion	Somchai

## Main Text Books:

- Probst, G., S.Raub, and K.Romhardt. (2000). *Managing Knowledge Building Blocks for Success*, John Willey & Sons Ltd, England.
- Nonaka, I. and H. Takeuchi. (1995). *The Knowledge Creating Company*, Oxford University Press, New York, NY.
- Davenport, T.H. and L. Prusak. (1998). *Working Knowledge: How Organizations Manage What They Know*, Harvard Business School Press, Boston, Massachusetts

## References:

- Ahmed, P. K., K. K. Lim and M. Zairi (1999) Measurement practice for knowledge management, *Journal of Workplace Learning: Employee Counselling Today* 11 (8):304-311.
- Coombs, R., A. McMeekin, A., and R. Pybus (1998) Toward the development of benchmarking tools for R&D project management. *R&D Management*, 28(3): 175-186.
- Coombs, R., R. Hull (1998) Knowledge management practices and path-dependency in innovation. *Research Policy*, 27(3): 237-253.
- Dawson, R. (2000) Knowledge capabilities as the focus of organisational development and strategy. *Journal of Knowledge Management*, 4(4):320-327.
- De Gooijer, J. (2000) Designing a knowledge management performance framework. *Journal of Knowledge Management*, 4(4):303-310.
- Drew, S. A. W. (1997) From knowledge to action: The impact of benchmarking on organizational performance, *Long Range Planning* 30(3):325-326.
- Drew, S. (1999) Building Knowledge Management into Strategy: Making Sense of a New Perspective, *Long Range Planning* 32(1):130-136
- Edvinsson, L. and P. Sullivan, (1996) Developing a model for managing intellectual capital, *European Management Journal* 14(4):356-364.
- Fong, P. S. W. (2003) *Knowledge creation in multidisciplinary project teams: An empirical study of the processes and their dynamic interrelationships*, *International Journal of project Management* 21:479-486.
- Gurteen, D. (1998), Knowledge, Creativity and Innovation. *Journal of Knowledge Management*, 2(1):5-13.
- Hall, R. and P. Andriani, (2002) Managing knowledge for innovation, *Long Range Planning* 35:29-48.
- Herschel, T. R., H.Nemati, and D.Steiger. (2001). Tacit to explicit knowledge conversion: knowledge exchange protocols, *Journal of Knowledge Management*, 5(2):107-116.
- Hong, J.-C. and C.-L. Kuo, (1999) *Knowledge management in the learning organization*, *The Leadership & Organization Development Journal* 20(4):207-215.
- Hull, R. , R. Coombs and M. Peltu (2000) Knowledge management practices for innovation: An audit tool for improvement, *International Journal of Technology Management* 20(5/6/7/8):633-656.
- Liebowitz, J. and C.Y. Suen. (2000) Developing knowledge management metrics for measuring intellectual capital. *Journal of Intellectual Capital*, 1(1):54-67.
- Linde, C. (2001). Narrative and social tacit knowledge. *Journal of Knowledge Management*, 5(2):160-171.
- Martensson, M. (2000) A critical review of knowledge management as a management tool. *Journal of Knowledge Management*, 4(3):204-216
- McAdam, R. (2000) Knowledge Management as a Catalyst for Innovation within Organizations: A Qualitative Study. *Knowledge and Process Management*, 7(4): 233-241.
- Meso, P. and R. Smith (2000) A resource-based view of organisational knowledge management systems. *Journal of Knowledge Management*, 4(3):224-234.
- Nonaka, I. and N. Konno (1998) The concept of "ba" building a foundation for knowledge creation, *California Management Review* 4(3):40-54.

- Nonaka, I. (1994) A dynamic theory of organizational knowledge creation, *Organization Science* 5(1):14-37.
- Quintas, P., P. Lefrere and G. Jones (1997) Knowledge management: A strategic agenda, *Long Range Planning* 30(3):385-391.
- Roos, G. and J. Roos (1997) *Measuring your company's intellectual performance*, Long Range Planning 30(3): 413-426.
- Sveiby, K.E. (2001) A knowledge based theory of the firm to guide in strategy formulation, *Journal of Intellectual Capital* 2(4):344-358
- Swan, J. and H. Scarbrough, *Knowledge, purpose and process: Linking knowledge management and innovation*, Hawaii International Conference on System Sciences-2001, IEEE, 2001
- Wiig, K. M. (1997) Integrating intellectual capital and knowledge management, *Long Range Planning* 30(3):323-324

Evaluation Policy:

Class Participation	10	percents
Presentation	20	percents
Mid-Term Exam	20	percents
Individual Assignment:	30	percents
Group Assignment:	20	percents
<b>Total</b>	<b>100</b>	percents

<b>Grade</b>	A	B+	B	C+	C	D+	D	F
<b>Score</b>	80-100	75-79	70-74	65-69	60-64	55-59	50-54	< 50