

**MC210 KNOWLEDGE MANAGEMENT  
ELECTIVE- I**

**Objective of the Course :**

*The objective of the course is to provide the basic skills of managing knowledge in organizations. Knowledge is an asset for retaining the competitive advantage of the organization. This course develops the capabilities of towards managing students to manage knowledge in organizations.*

**UNIT - I (12 Hrs)**

**Introduction:** Definition, Scope and Significance of KM – Difficulties of KM – Techniques of KM – Implementation of KM – Organizational knowledge, Characteristics and Components of Organizational Knowledge.

**UNIT - II (12 Hrs)**

**Drivers of knowledge Management:** Pillars of knowledge Management – KM framework – Supply Chain of KM – Formulation of KM strategy.

**UNIT - III (10 Hrs)**

**Technology and KM:** Technology components of KM – IT & KM – E-Commerce and KM – TQM and KM – Bench marking and KM.

**UNIT - IV (12 Hrs)**

**Implementation of KM:** Discussion on Roadblocks to success – Implementing a KM programme – Critical Success Factors in KM – Implementation.

**UNIT - V (14 Hrs)**

**KM and Organizational Restructuring:** The Mystique of Learning Organisation:- Outcomes of learning – Learning and Change – Innovation, continuous Improvements, corporate Transformation.

**Text Books:**

1. Madhukar Slukla, "Competing Through Knowledge – Building a learning Organisation", Responce Books, New Delhi.
2. Tiwana, The Knowledge Management Toolkit: Practical Techniques for building a Knowledge Management Systmes, 2/e, Pearson Edu.

**Reference Books:**

1. Honey Cutt: "Knowledge Management Strategies", PHI, New Delhi.
2. A wad, KM, Pearson Edn, 2007.
3. Barnes, Knowledge Management Systems, 1/e, Thomson 2006.
4. Ikudiro Nonka & Hirotaka Takeuchi, " The Knowledge – Creating Company", Oxford University Press, London.