

# Knowledge Management

## Description

The application sharing, capitalization of expertise, know-how and knowledge are key factors driving growth in innovation performance enterprise. Les directly dependent on the ability of operational staff to focus on creation, improvement of products and / or services based on the best achievements, experiences without repeating what has already been done or without going through the same mistakes.

Today, the demand for innovation, cost control, deadlines and quality in an increasingly complex environment and accelerating with a skills base that turns (grandpa boom, turnover, falling out of technical studies) require approaches and methods that effectively address these issues and contribute directly to performances. It is gradually implementing organizational solutions, processes and operational tools, pragmatic and demonstrative that the primary objective of supporting the productive activities of the company.

## Course Content

Module 1: Identifying, defining the issues, objectives that will contribute to business performance Module 2: Knowledge Mapping for the characterization of intangible and tangible components Module 3: Define a dynamic Knowledge Management plan Module 4: Setting capture supports and sharing elements Module 5 Construction of the repository of know-how and a common language Module 6: Skills reference definition and monitoring Module 7: Community management of resources and expertise Module 8: Interoperability with information systems

## Lab / Exercises

This course offers:

- Practical exercises
- Group Restitution
- Case Scenarios

## Participant profiles

- KM project managers
- HR and training managers
- Quality managers
- Business process managers
- The actors of change, continuous improvement and quality

## Prerequisites

- No prerequisites

## Objectives

- Master operational methods and tools, identification, characterization, provision, structuring, development of skills, knowledge
- Define and Implement a knowledge management approach
- Appreciate the introduction of new technologies

## Niveau

Fondamental

## Classroom Registration Price (CHF)

2250

## Virtual Classroom Registration Price (CHF)

2100  
Duration (in Days)  
3  
Reference  
KNOWLEDGE