

Knowledge Management Cycle

Introduction

Any organization which takes up Knowledge Management will undergo this process called KM cycle. The KM Cycle shows us systematically that how information is transformed into knowledge via creation and application process. When an organization undergoes KM cycle then the following steps happen:

1. Capturing
2. Coding
3. Publishing
4. Sharing
5. Accessing
6. Application.

There is no hard rule that only these steps should be there but we are just trying to give an example. There are variations in different KM cycles so there might be another step s added or subtracted from the above list.

Comparison of key knowledge Management cycle processes

Nickols (1999)	Wiig (1993)	McElroy (1999)	Rollet (2003)	Bu Kowitz & Williams (2003)	Zack (1996)
Acquisition	Creation	individual and group learning	Planning	Get	Acquisition
Organization	Sourcing	Knowledge claim validation	Creating	Use	Refinement
Specialization	Compilation	Information acquisition	Integrating	Learn	Store/retrieve
Store/access	Transformation	knowledge validation	Organizing	Contribute	Distribution
Retrieve	Dissemination	Knowledge integration	Transferring	Assess	presentation
Distribution	Application		Maintaining	Build/sustain	
Conservation	Value		assessing	divest	
disposal	realization				

AN INTEGRATED KM CYCLE

On the basis of our preceding study of some major approaches to KM cycles, we can distill an integrated KM cycle. The three major stages are:

1. Knowledge capture and/or creation.
2. Knowledge sharing and dissemination.
3. Knowledge acquisition and application.

In the transition from knowledge

capture/creation to knowledge sharing and dissemination, knowledge content is assessed. Knowledge is then contextualized in order to be understood ("acquisition") and used ("application"). This stage then feeds back into the first one in order to update the knowledge content

case study: Buckman Laboratories' Knowledge Sharing Initiative

Background:

Buckman Laboratories, a global chemical company, faced challenges in the 1990s with inconsistent problem-solving due to siloed knowledge, leading to inefficiencies and missed opportunities.

Problem:

Employees' valuable insights were not effectively captured or shared, causing duplicated efforts and slower customer response times.

Implementation:

- Launched K'Netix, an intranet platform (1997) for documenting best practices and lessons learned.
- Stored knowledge centrally with multimedia elements.
- Fostered communities of practice for real-time collaboration.
- Used shared knowledge to improve customer solutions and reduce trial-and-error.
- Regular feedback and analytics helped refine the system.

Results:

- Within two years, over 1,000 active users, with problem-solving times halved and significant cost savings.
- Enhanced innovation and employee satisfaction.
- Recognized as a KM leader by 2000.

Lessons learned:

- Overcame resistance through leadership support and pilot programs.
- Technology facilitated sharing, but incentives ensured adoption.
- Continuous evaluation and scaling are key to success.

This case underscores the importance of leadership, technology, and ongoing improvement in successful knowledge management initiatives.

Conclusion:

in conclusion, the Knowledge Management Cycle helps organizations create, share, and use knowledge effectively, leading to better decisions, improved performance, and continuous learning.

References

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