TABLE OF CONTENT

ABSTRACT i

ABSTRAK iii

TABLE OF CONTENT v

LIST OF FIGURE viii

LIST OF TABLE ix

CHAPTER 1 INTRODUCTION 1

1.1 Rationale 1

1.2 Theoretical Framework 2

1.3 Conceptual Framework / Paradigm 4

1.4 Statement of the Problem 7

1.5 Scope and Delimitation 7

1.6 Importance of the Study 7

CHAPTER 2 REVIEW OF LITERATURE AND STUDIES 8

2.1 Knowledge 8

2.1.1 Data, Information, and Knowledge 8

2.1.2 Kinds of Knowledge 9

2.1.3 Categories of Knowledge 10

2.1.4 Types of Knowledge 10

2.2 Knowledge Management 11

2.2.1 Knowledge and Learning Process 13

2.3 Knowledge Management System 14

2.3.1 Knowledge Management Life Cycle 18

2.3.2 Component of Knowledge Management System 19

2.3.3 Knowledge Management Technology Framework 20
CHAPTER 3 RESEARCH METHODOLOGY 22
3.1 Requirement Identification 22
3.1.1 Identify KMS Role 23
3.1.1.1 Vision and Mission 23
3.1.1.2 KMS Role 23
3.1.2 Analyze the Existing Infrastructure 26
3.1.3 Identify Documents Related to Production Process 31
3.2 Knowledge Management System Design 31
3.2.1 Design KM Infrastructure 32
3.2.2 Auditing Existing Knowledge Assets and Systems 34
3.2.3 Design KM Team 38
3.2.4 Creating KMS Blueprint 39
3.2.4.1.1 Repositories 39
3.2.4.1.2 Collaborative Platform 40
3.2.4.1.3 Network 44
3.2.4.1.4 Culture 44
3.2.4.2 Knowledge Capture 45
CHAPTER 4 IMPLEMENTATION ANALYSIS 52
4.1 Performance Analysis 52
4.1.1 KM Objectives 53
4.1.2 KM Inisiatives 53
4.1.3 Measurement Key Metrics 54
4.1.3.1 System Measures 54
4.1.3.2 Output Measures 55
4.1.3.3 Outcome Measures 56

4.2 Knowledge Validation 58
CHAPTER 5 CONCLUSION AND RECOMENDATOIN 66
5.1 Conclusions 66
5.2 Recommendations 67
BIBLIOGRAPHY 68
APPENDIX A WORKING INSTRUCTION AND STANDARD OPERATING PROCEDURE DOCUMENTS 70
APPENDIX B KMS IMPLEMENTATION QUESTIONAIRE 108