

# GENERAL RECOMMENDATIONS

## KNOWLEDGE MANAGEMENT

- THE KIBS SME IS AWARE OF THE RELEVANCE OF HAVING IMPLEMENTED A KNOWLEDGE MANAGEMENT APPROACH / CERTAIN CRUCIAL KNOWLEDGE MANAGEMENT MEASURES.
- KNOWLEDGE MANAGEMENT IS A TOP PRIORITY OF THE COMPANY'S MANAGEMENT OR LEADERSHIP, AND IT IS FIRMLY ANCHORED IN THE FIRM'S OVERALL BUSINESS STRATEGY.
- THIS KNOWLEDGE MANAGEMENT APPROACH/MEASURES DOES / DO CONSIDER A VARIETY OF KM PROCESSES AND IS AWARE THAT KNOWLEDGE CAN BE BOTH AN ASSET OR A LIABILITY DEPENDING ON THE SITUATION.
- THE COMPANY CONSTANTLY MONITORS ITS KNOWLEDGE MANAGEMENT APPROACH AND MAKES ADJUSTMENTS TO IT WHEN NECESSARY.
- KM AFFECTS THE ENTIRE COMPANY, AND ALL MEMBERS OF THE ORGANIZATION ARE AWARE OF THE RELEVANCE OF KM AND ACTIVELY CONTRIBUTE TO THE CONTINUOUS IMPROVEMENT OF THE KM APPROACH. THE SUCCESS / FAILURE OF THE KM MEASURES IS CONSTANTLY DISCUSSED AND REMEDIAL ACTION IS TAKEN IN THE EVENT OF AN UNFAVOURABLE SITUATION.
- THE COMPANY HAS A GOOD UNDERSTANDING OF HOW TO MANAGE THE RELEVANT KNOWLEDGE AT HAND.
- DEPENDING ON THE TYPE OF KM CHALLENGE THE COMPANY HAS SOME COUNTERMEASURES IN PLACE AND IS READY TO INTRODUCE THESE MEASURES TO COPE WITH THE CHALLENGES AT HAND.
- THE COMPANY CONTINUOUSLY MONITORS THE OUTCOMES OF THE MEASURES INTRODUCED AND TAKES COUNTERMEASURES IN THE CASE THE MEASURES DO NOT PERFORM AS EXPECTED, I.E., DO NOT MEET THE OBJECTIVES SET (E.G., REDUCING THE DANGER OF KNOWLEDGE ATTRITION OR EVEN KNOWLEDGE LOSS).
- THE COMPANY DOCUMENTS THE ACTIVITIES RELATED WITH KM, THE KM CHALLENGES IN PARTICULAR, AND THEIR DEVELOPMENT OVER TIME AND THEREBY LEARNS STEP BY STEP TO IMPROVE ITS KM APPROACH.
- KNOWLEDGE MANAGEMENT IS LAID DOWN IN THE KIBS'S DAY-TO-DAY BUSINESS OPERATIONS AND EVERY ORGANIZATION MEMBER IS AWARE OF HIS/HER ROLE IN THIS.
- THE COMPANY TRAINS ITS ORGANIZATION MEMBERS REGULARLY ON KM AND KM RELATED ISSUES TO KEEP ITS BUSINESS OPERATIONS RUNNING SMOOTHLY AND SUSTAINABLY.

[www.knowmanproject.eu](http://www.knowmanproject.eu)

