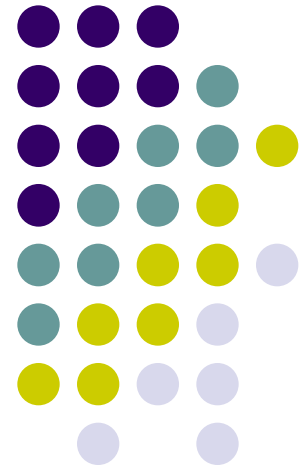


# Knowledge Management Cycle



## Lecture #2

Suryo Widiantoro, ST, MMSI, M.Comm(IS)



# Lecture Objective



Students can explain Knowledge Management cycle, list some examples of major KM cycle, and describe the important steps in KM cycle regarding how the knowledge is captured, created, codified, shared, distributed, and reused in the cycle





# What KM does?

- Identify and locate knowledge and knowledge sources in organization
- Translate valuable knowledge into explicit form → *codification of knowledge*
- Disseminate it through networks, practices, and incentives
- Store it in organizational knowledge repository → *corporate memory*



# Major Approaches to KM Cycle

1. Zack KM Cycle (Meyer and Zack, 1996)
2. Bukowitz and Williams KM Cycle (2000)
3. McElroy KM Cycle (2003)
4. Wiig KM Cycle (1993)

## Criteria:

- Implemented and validated
- Comprehensive
- Detailed description in each step

# Zack KM Cycle

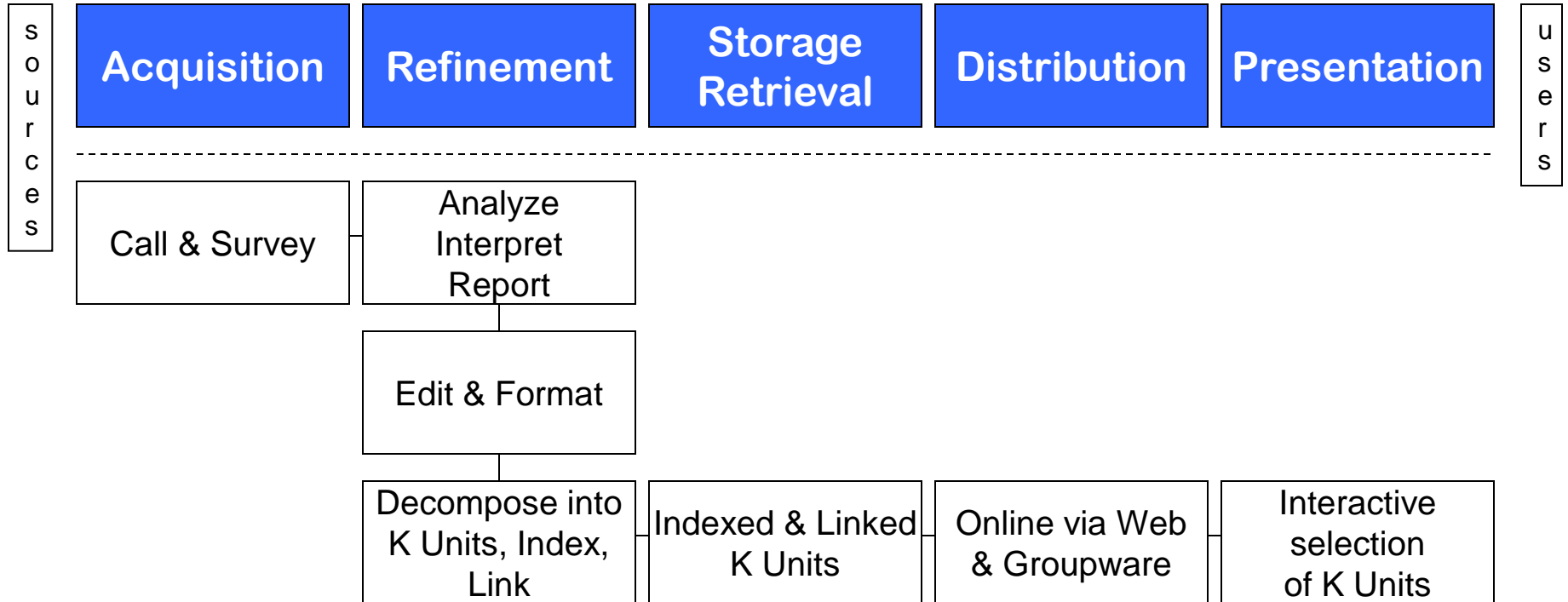
## Basic Thought



Research and knowledge about the design of physical products can be extended into the intellectual realm to serve as the basis for a KM cycle



# Zack KM Cycle Model



# Bukowitz dan Williams KM Cycle

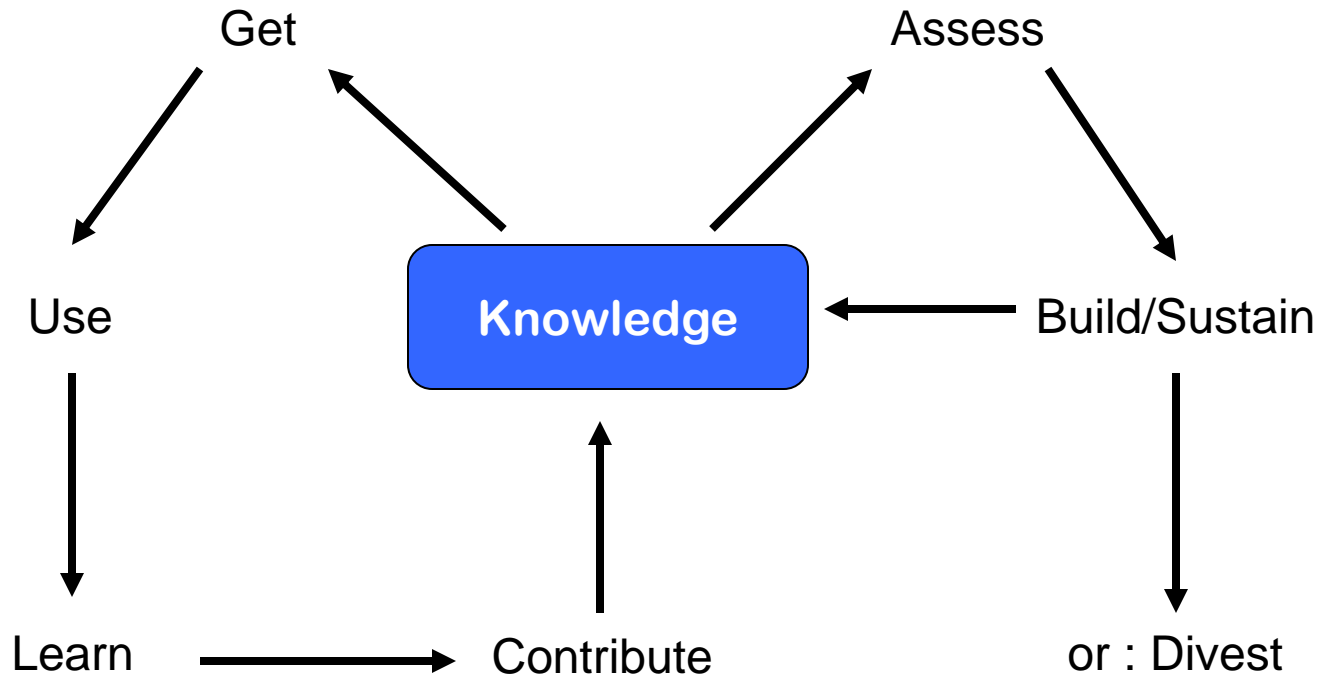
## Basic Thought



How organizations generate, maintain, and deploy a strategically correct stock of knowledge to create value



# Siklus Bukowitz dan Williams Model





# McElroy KM Cycle

## Basic Thought



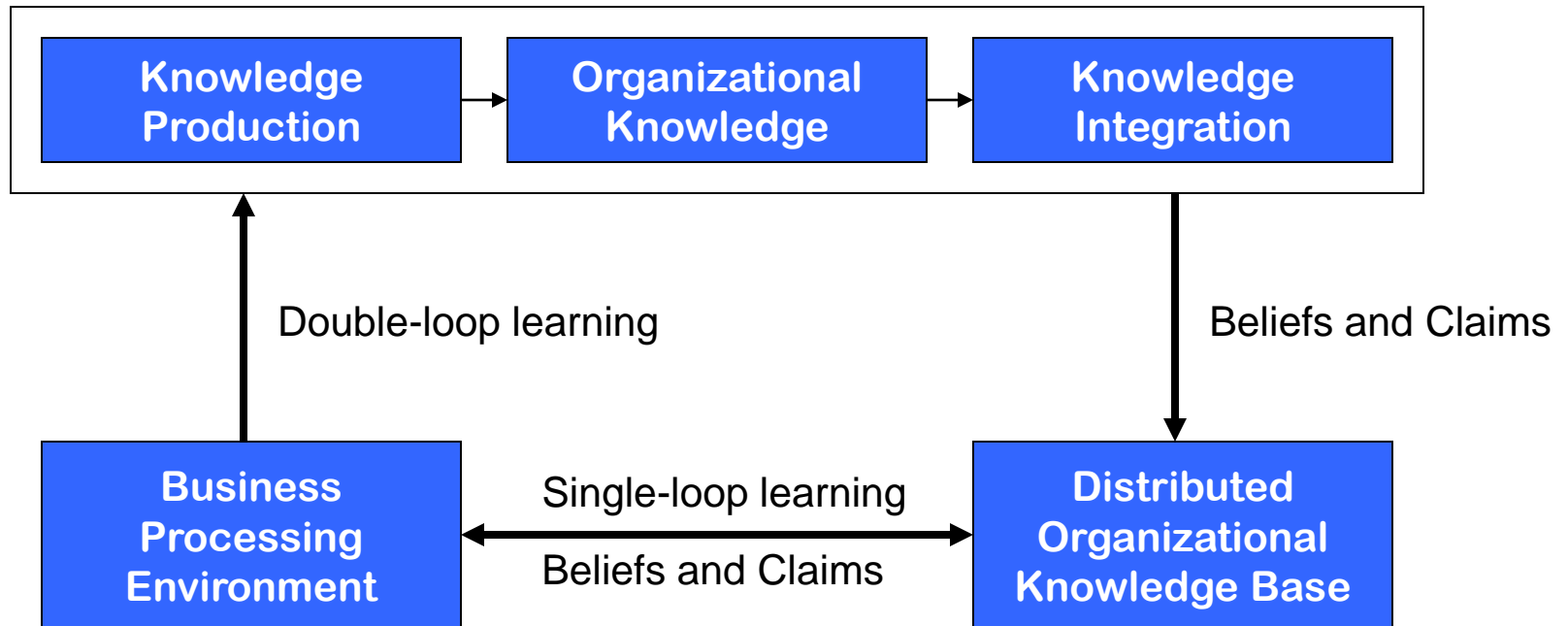
Knowledge life cycle consists of the processes of knowledge production and knowledge integration, with a series of feedback loops to organizational memory, beliefs, and claims and the business-processing environment



# McElroy KM Cycle Model



Knowledge Processing Environment



# Wiig KM Cycle

## Basic Thought

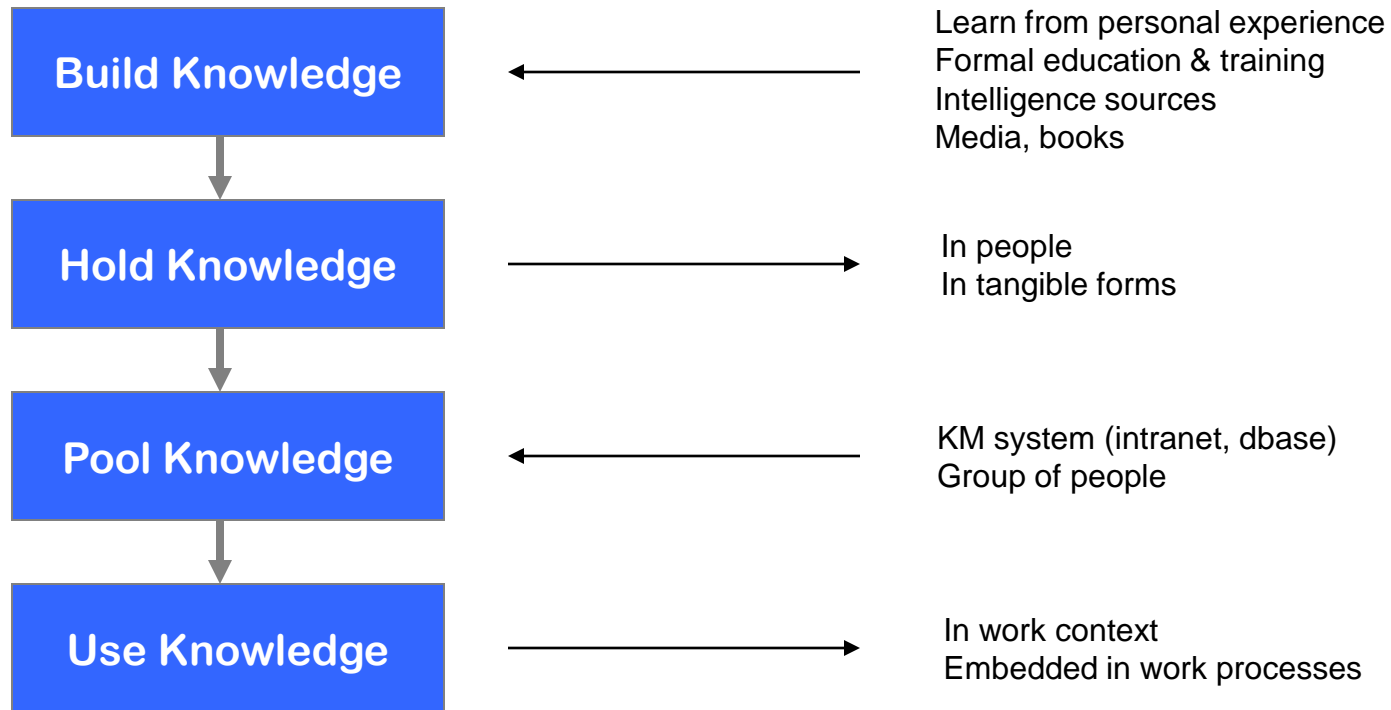


Three conditions that need to be present for an organization to conduct its business successfully:

1. Business (products/services) and customers
2. Resources (people, capital, facilities)
3. Ability to act



# Wiig KM Cycle Model



# Integrated KM Cycle

## Basic Thought

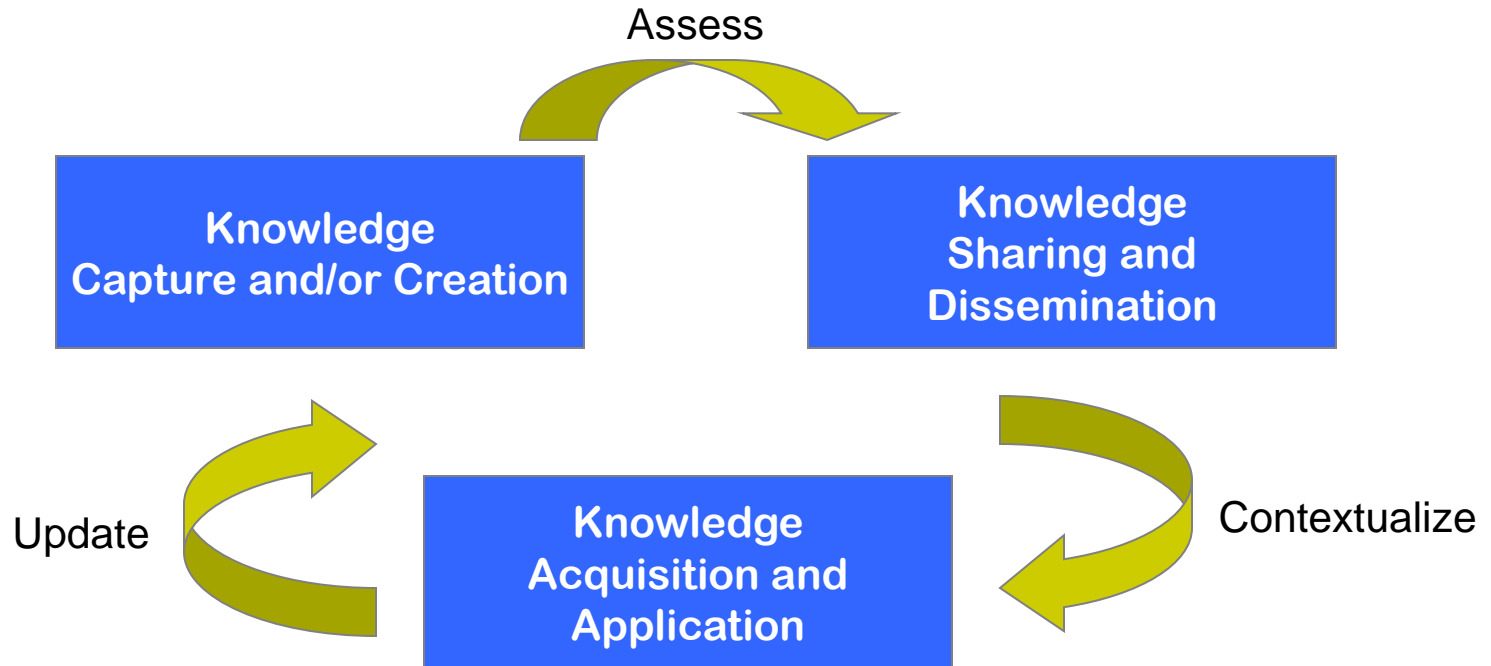


Three major stages:

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



# Integrated KM Cycle Model





# Comparison of KM Cycle

Meyer-Zack (1996)	Bukowitz-Williams (2003)	McElroy (1999)	Wiig (1993)	Integrated
Acquisition	Get	Individual & group learning	Creation	Create/Capture
Refinement	Use	Knowledge claim validation	Sourcing	Create/Capture
Store/Retrieve	Learn	Information acquisition	Compilation	Create/Capture
Distribution	Contribute	Knowledge validation	Transformation	Create/Capture and contextualize
Presentation	Assess	Knowledge integration	Dissemination	Share, disseminate and assess
	Build/Sustain		Application	Acquisition and application
	Divest		Value realization	Update



# Class Activities

Based on the comparison, please give your comment on each of the KM cycle and list the strength and weakness of each KM cycle!





# Thank you !



This is the end of today's lecture

