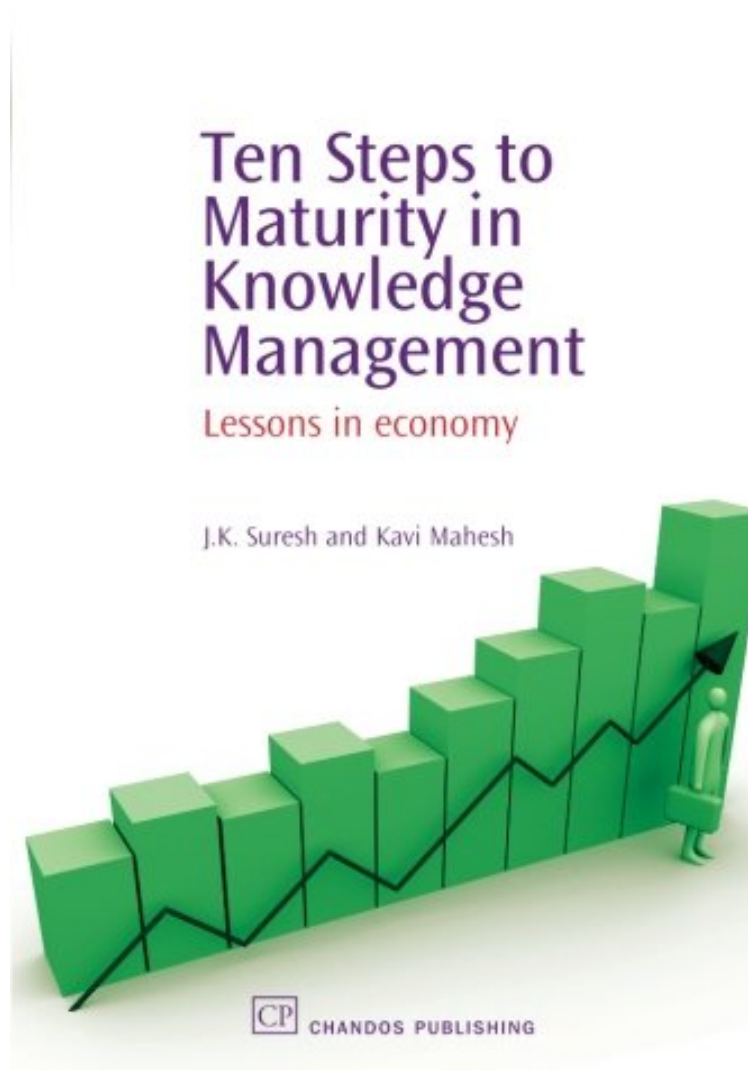


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## Ten Steps to Maturity in Knowledge Management: Lessons in Economy (Chandos Knowledge Management)

*J. K. Suresh, Kavi Mahesh*

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**J. K. Suresh, Kavi Mahesh : Ten Steps to Maturity in Knowledge Management: Lessons in Economy (Chandos Knowledge Management)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Ten Steps to Maturity in Knowledge Management: Lessons in Economy (Chandos Knowledge Management):

1 of 1 people found the following review helpful. A splendid book on Knowledge Management By Roddam

Narasimha Knowledge management has now become a major corporate concern everywhere in the world and I was very happy to be able to learn exactly what this involved from this splendid book by Suresh and Mahesh. It is first of all very interesting to see how a corporate leader like Infosys approaches the problem of knowledge management. It is lucidly written, most readable, and very instructive. Its 'ten' lessons are very sensible and practical, and are clearly born out of the wisdom of considerable experience with setting up a system that is accepted and used by the staff of the company, and is economically justified in the eyes of management. Let me give a few examples of what I found most striking in the book. The authors first of all urge an empirical, flexible and contextual approach to the subject: no universal solution is formulated or recommended. In fact the authors repeat throughout their book that solutions will vary with the corporation and with the context. Every company has to analyse its problems, set up its own system, offer its own incentives and rewards, and put in place its own rating and feedback procedures. And the authors argue that it is important to disempower the knowledge management team, and offer practical advice on how to go about it! They make a categorical recommendation that no high-profile consultants should ever be hired! A judicious mix of centralized and decentralized operation is advocated. 2 of 3 people found the following review helpful. Foreword By Kavi Mahesh From the Foreword by Dr. Rory Chase "... Ten Steps to Maturity in Knowledge Management is not a prescriptive book. Rather, it is a guide to how to secure a meaningful organizational culture based on a foundation of individual and corporate collaboration and knowledge sharing. Practical experience is critical in writing a book such as Ten Steps to Maturity in Knowledge Management. And, here readers are in extremely capable hands. The authors have helped guide Infosys Technologies to its position as one of the world's Most Admired Knowledge Enterprises (MAKE)... Infosys Technologies is the inaugural 2005 overall Indian MAKE Winner, a four-time Asian MAKE Winner, and three-time Global MAKE Winner. Few organizations have such credentials in the area of Knowledge Management. Ten Steps to Maturity in Knowledge Management is not a book to read and then put on the bookshelf. Rather, it is a book where learnings must be put into action. Suresh and Mahesh show the way, however it is up to the reader to apply the book's lessons in order to create a real, sustainable knowledge-driven organization." Rory Chase, Managing Director, Teleos

Presents a comprehensive set of lessons for the KM practitioner, covering all phases of planning, design, implementation and assessment of knowledge management. A central theme of the book is that for the success of KM in an organization, it is critical to ensure that investments and changes are made with sensibility and economy in each phase of the KM solution. The book explains the reasoning behind each of the lessons, illustrates it with scenarios extracted from real-world KM implementations, and provides guidelines for practitioners to implement the lesson in their own organization. Presents a unique set of counterintuitive lessons with a common theme that spans all phases of the design and implementation of a KM solution, through which the practitioner can obtain a consistent methodology for implementing KMEach lesson is accompanied by sufficient explanations and illustrations, using self-contained examples Presents detailed practical guidelines to enable the practitioners to apply the lesson effectively in their own KM implementations

About the Author Dr J. K. Suresh is Associate Vice President and Principal Knowledge Manager at Infosys Technologies Limited. Dr. Kavi Mahesh is a KM consultant and the founder of EasySoftech, a company that builds software tools for knowledge management.