“Knowledge Management and Networks – the project SENEKA”


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Abstract: The ZLW/IMA of the Aachen University (RWTH), focuses on the improvement of knowledge management (KM) and learning in universities, industry and other organisations. Its typical projects in KM consider aspects of personnel, organisational and technological development, simultaneously using especially project oriented learning methods and systemic tools. “Knowledge Management and Networks – the project SENEKA” presents the development of the network SENEKA within a phase-model for networks.

Introduction

SENEKA (Service Networks for Training and Continuing Education) is a large-scale entrepreneurial and research programme, funded by the German Federal Ministry of Research and Education. The programme aims not only to improve the management of information flow and knowledge creating, but seeks to re-design processes of innovation and research. The pool of participating companies in this programme consists mainly of SMEs empowering their capabilities and competencies with regards to the management innovation. Approximately 30 companies, mainly located in Germany, 40 associated national and international partners and 6 research institutes from all over Germany are working in different fields of activity, seeking to find new methods and tools in the fields of knowledge management, networking and competence development. Recent trends in information and knowledge management describe challenges, the participating companies try to meet, while developing these new methods and tools.

The Consortium is led by the Centre for Learning and Knowledge Management (ZLW) and the Department of Computer Science in Mechanical Engineering (IMA) of the University of Aachen (RWTH). agiplan ProjectManagement (Mülheim an der Ruhr), is responsible for the co-ordination of the industrial subprojects.

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“Knowledge Management and Networks – the project SENEKA” presents the development of the network SENEKA within a phase-model for networks. Different solutions of knowledge management are compared and evaluated. It shows how networks can empower enterprises to cope with changing business environments. The collaboration between research institutes and enterprises and a peer view on knowledge management lead to innovation and advantages in competition.
“Cultural Approaches of Knowledge Management in Networks”

IT-tools often suffer from a poor acceptance of the users. Therefore human aspect are of greatest importance within the field of knowledge management. In addition, collaboration within networks has to be tuned through agreements of co-operation which includes rules for the use of information and communication tools. This is a highly sensitive socio-technical system with many feedback loops. It will be focused in “Cultural Approaches of Knowledge Management in Networks”.

“Preserving the Knowledge of Experts”

The decreasing “half-life of knowledge” as well as other factors force enterprises and research institutions to preserve the knowledge of their employees. “Preserving the Knowledge of Experts” will present a successful solution for a certain knowledge-intensive area.

“Standards in Knowledge Management to Facilitate Networking”

Standardisation is a difficult task for “soft” processes as those in knowledge management. Nevertheless, it helps to set up rules for the collaboration within networks. The definition of standards has some similarities to the approaches in quality management (QM). “Standards in Knowledge Management to Facilitate Networking” shows some practical relevant approaches for a successful co-operation within (business) networks.

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