

## The Knowledge Creating Company How Japanese Companies Create Dynamics Of Innovation Ikujiro Nonaka

***This book brings together the research of a number of scholars in the field of knowledge creation and imparts a sense of order to the field. The chapters share three characteristics: they are all grounded in extensive qualitative and/or quantitative research; they all go beyond the mere description of the knowledge-creation process and offer both theoretical and strategic implications; they share a view of knowledge creation and knowledge transfer as delicate processes, necessitating particular forms of support from managers.***

***Managing Industrial Knowledge illuminates the complex processes at work in the creation and successful transfer of corporate knowledge. It is now generally recognized that the competitive advantages of firms depends on their ability to build, utilize and protect knowledge assets. In this volume many of the foremost international authors and pioneers of the study of knowledge in firms present their latest work and insights into organizational knowledge and innovation. In a world where markets, products, technologies, competitors, regulations, and even societies change rapidly, continuous innovation and the knowledge that produces innovation have become key. The chapters in this keynote volume shed new light on the contextual factors in knowledge creation, the links between knowledge and innovation in all aspects of business life and the processes by which these may be fostered or lost in organizations. A GOOD MORNING AMERICA BOOK CLUB PICK Shortlisted for the 2020 Women's Prize for Fiction "Through a novel with so much depth, beauty, and grace, we, like Ana, are forever changed." —Jacqueline Woodson, Vanity Fair "Gorgeous writing, gorgeous story." —Sandra Cisneros Fifteen-year-old Ana Cancion never dreamed of moving to America, the way the girls she grew up with in the Dominican countryside did. But when Juan Ruiz proposes and promises to take her to New York City, she has to say yes. It doesn't matter that he is twice her age, that there is no love between them. Their marriage is an opportunity for her entire close-knit family to eventually immigrate. So on New Year's Day, 1965, Ana leaves behind everything she knows and becomes Ana Ruiz, a wife confined to a cold six-floor walk-up in Washington Heights. Lonely and miserable, Ana hatches a reckless plan to escape. But at the bus terminal, she is stopped by Cesar, Juan's free-spirited younger brother, who convinces her to stay. As the Dominican Republic slides into political turmoil, Juan returns to protect his family's assets, leaving Cesar to take care of Ana. Suddenly, Ana is free to take English lessons at a local church, lie on the beach at Coney Island, see a movie at Radio City Music Hall, go dancing with Cesar, and imagine the possibility of a different kind of life in America. When Juan returns, Ana must decide once again between her heart and her duty to her family. In bright, musical prose that reflects the energy of New York City, Angie Cruz's *Dominicana* is a vital portrait of the immigrant experience and the timeless coming-of-age story of a young woman finding her voice in the world. Creative Management and Development has been updated with newly commissioned and leading edge chapters on intuitive cognition, complexity, emotion, team innovation, development, and well-being. The textbook retains seminal papers on creativity, perception, style, culture, and sustainable development. The contributors to this textbook represent a broad spectrum of perspectives from among the most distinguished names in the field. They give a clear overview of the topics discussed while explaining their practical implications. This textbook is published as a Course Reader for The Open University Course Creativity, Innovation and Change (B822) but will engage and challenge students interested in creative ways of managing, different approaches to developing creativity in organizations and creative leadership.***

***Dignity, Meaning, and Community in the 21st Century How Japanese Companies Create the Dynamics of Innovation***

***Tools for Managing Your Company's Deep Smarts Hitotsubashi on Knowledge Management Advanced Knowledge Creating Companies Knowledge Construction Methodology***

This book demonstrates that innovative ideas are systematically constructed in the creative space spanned by the dimensions of systems thinking and knowledge management. Readers will be introduced to this proposition in the final chapter, after learning about the key innovation theories, design thinking, systems thinking, and idea creation methods in systems science and knowledge science. The content provided throughout the book supports knowledge creation in various fields, the management of research and business projects, and the creation of promotion stories for products and services. Practitioners who are seeking to create innovative ideas can systematically learn the minimum theories and methods required, while graduate students will be equipped to link their research to innovation by learning the essence of systems science and knowledge science and considering selected issues. Lastly, the book includes suggestions for future research directions in knowledge science.

The Springboard: How Storytelling Ignites Action in Knowledge-Era Organizations is the first book to teach storytelling as a powerful and formal discipline for organizational change and knowledge management. The book explains how organizations can use certain types of stories ("springboard" stories) to communicate new or envisioned strategies, structures, identities, goals, and values to employees, partners and even customers. Readers will learn techniques by which they can help their organizations become more unified, responsive, and intelligent. Storytelling is a management technique championed by gurus including Peter Senge, Tom Peters and Larry Prusak. Now Stephen Denning, an innovator in the new discipline of organizational storytelling, teaches how to use stories to address challenges fundamental to success in today's information economy.

For several decades Rafael Capurro has been at the forefront of defining the relationship between information and modernity through both phenomenological and ethical formulations. In exploring both of these themes Capurro has revived the transcultural and intercultural expressions of how we bring an understanding of information to bear on scientific knowledge production and intermediation. Capurro has long stressed the need to look deeply into how we contextualize the information problems that scientific society creates for us and to re-incorporate a pragmatic dimension into our response that provides a balance to the cognitive turn in information science. With contributions from 35 scholars from 15 countries, Information Cultures in the Digital Age focuses on the culture and philosophy of information, information ethics, the relationship of information to message, the historic and semiotic understanding of information, the relationship of information to power and the future of information education. This Festschrift seeks to celebrate Rafael Capurro's important contribution to a global dialogue on how information conceptualisation, use and technology impact human culture and the ethical questions that arise from this dynamic relationship.

"These two volumes analyze Japan from the Knowledge Economy perspective, covering a wide range of sectoral issues in development including the macro economic framework, education and skills training, the national innovation system, science and technology, information and communication technology, and infrastructure. While Volume 1 explores the four pillars of the "'Knowledge for Development'" framework, the second volume presents up-to-date case studies of outstanding Japanese private companies that each characterize different aspects of the Knowledge Economy. By combining economics and business, these volumes allow readers to grasp the full scope of today's knowledge economy."

An Easy & Proven Way to Build Good Habits & Break Bad Ones Measurement and Case Study Analysis

Social, Technical, and Evolutionary Dimensions of Knowledge Creation

The knowledge-creating company. Creare le dinamiche dell'innovazione

The Wise Company

Atomic Habits

Creating the 21st Century Company : Knowledge Intensive, People Rich

As the most comprehensive reference work dealing with knowledge management (KM), this work, consisting of 2 volumes, is essential for the library of every KM practitioner, researcher, and educator. Written by an international array of KM luminaries, its approx. 60 chapters approach knowledge management from a wide variety of perspectives ranging from classic foundations to cutting-edge thought, informative to provocative, theoretical to practical, historical to futuristic, human to technological, and operational to strategic.

Novices and experts alike will refer to the authoritative and stimulating content again and again for years to come.

The #1 New York Times bestseller. Over 4 million copies sold! Tiny Changes, Remarkable Results No matter your goals, Atomic Habits offers a proven framework for improving--every day. James Clear, one of the world's leading experts on habit formation, reveals practical strategies that will teach you exactly how to form good habits, break bad ones, and master the tiny behaviors that lead to remarkable results. If you're having trouble changing your habits, the problem isn't you. The problem is your system. Bad habits repeat themselves again and again not because you don't want to change, but because you have the wrong system for change. You do not rise to the level of your goals. You fall to the level of your systems. Here, you'll get a proven system that can take you to new heights.

Clear is known for his ability to distill complex topics into simple behaviors that can be easily applied to daily life and work. Here, he draws on the most proven ideas from biology, psychology, and neuroscience to create an easy-to-understand guide for making good habits inevitable and bad habits impossible. Along the way, readers will be inspired and entertained with true stories from Olympic gold medalists, award-winning artists, business leaders, life-saving physicians, and star comedians who have used the science of small habits to master their craft and vault to the top of their field. Learn how to: • make time for new habits (even when life gets crazy); • overcome a lack of motivation and willpower; • design your environment to make success easier; • get back on track when you fall off course; ...and much more. Atomic Habits will reshape the way you think about progress and success, and give you the tools and strategies you need to transform your habits--whether you are a team looking to win a championship, an organization hoping to redefine an industry, or simply an individual who wishes to quit smoking, lose weight, reduce stress, or achieve any other goal.

This book offers a comprehensive treatment of the economic and technical foundations for new organizational forms, relations and processes. It provides a wide range of underlying concepts and frameworks that help the reader understand the major forces driving organizational and marketplace change, rather than presenting these changes as simple outcomes of technological or management fads. Contains case studies are included.

Knowledge Management (KM) is the art and science of utilizing knowledge as the most important resource towards gaining competitive advantage in today's business environment. Despite the huge and growing interest in KM, there has been no serious attempt to bridge theory and practice, the practices of East and West, the soft side (organizational capabilities) with the hard side (information technology), or the practices of large companies with start-ups. Until now. Written by the Dean of Hitotsubashi Business School in Tokyo, the world's leading centre of KM, and featuring contributions from thought leaders around the world, this book will provide a synthesis towards the emerging field of KM. It brings together the latest trends in the field and re-ignites the debate on the future form of knowledge management.

A Festschrift in Honor of Rafael Capurro

A Handbook for Scaling Up Solutions through Knowledge Capturing and Sharing

Knowledge Science

Organizing and Managing for Dignity, Meaning, and Community

Critical Knowledge Transfer

The Pioneering Work of Ikujiro Nonaka

Working Knowledge

***Strategy and Business 2012 Organizational Culture Book of the Year This third edition of the classic resource, Productive Workplaces is smart, well-written and well-researched, thoughtful, somewhat provocative, and a one-of-a-kind review of the integration of economics, technology, and people. It covers such topics as: the work on self as integral to organizational change; the revision of Lewinian concepts for a new era; and the history behind "getting everybody improving whole systems" as a response to fast change and increasing diversity (not the same as using any particular method). The themes, case studies (many revisited), and models are as relevant as ever.***

***When The Knowledge-Creating Company appeared, it was hailed as a landmark work in the field of knowledge management. Now, Enabling Knowledge Creation ventures even further into this all-important territory, showing how firms can generate and nurture ideas by using the concepts introduced in the first book.***

***A revolutionary approach to enhancing productivity, creating flow, and vastly increasing your ability to capture, remember, and benefit from the unprecedented amount of information all around us. For the first time in history, we have instantaneous access to the world's knowledge. There has never been a better time to learn, to contribute, and to improve ourselves. Yet, rather than feeling empowered, we are often left feeling overwhelmed by this constant influx of information. The very knowledge that was supposed to set us free has instead led to the paralyzing stress of believing we'll never know or remember enough. Now, this eye-opening and accessible guide shows how you can easily create your own personal system for knowledge management, otherwise known as a Second Brain. As a trusted and organized digital repository of your most valued ideas, notes, and creative work synced across all your devices and platforms, a Second Brain gives you the confidence to tackle your most important projects and ambitious goals. Discover the full potential of your ideas and translate what you know into more powerful, more meaningful improvements in your work and life by Building a Second Brain.***

***When The Knowledge-Creating Company (OUP; nearly 40,000 copies sold) appeared, it was hailed as a landmark work in the field of knowledge management. Now, Enabling Knowledge Creation ventures even further into this all-important territory, showing how firms can generate and nurture ideas by using the concepts introduced in the first book. Weaving together lessons from such international leaders as Siemens, Unilever, Skandia, and Sony, along with their own first-hand consulting experiences, the authors introduce knowledge enabling--the overall set of organizational activities that promote knowledge creation--and demonstrate its power to transform an organization's knowledge into value-creating actions. They describe the five key "knowledge enablers" and outline what it takes to instill a knowledge vision, manage conversations, mobilize knowledge activists, create the right context for knowledge creation, and globalize local knowledge. The authors stress that knowledge creation must be more than the exclusive purview of one individual--or designated "knowledge" officer. Indeed, it demands new roles and responsibilities for everyone in the organization--from the elite in the executive suite to the frontline workers on the shop floor. Whether an activist, a caring expert, or a corporate epistemologist who focuses on the theory of knowledge itself, everyone in an organization has a vital role to play in making "care" an integral part of the everyday experience; in supporting, nurturing, and encouraging microcommunities of innovation and fun; and in creating a shared space where knowledge is created, exchanged, and used for sustained, competitive advantage. This much-anticipated sequel puts practical tools into the hands of managers and executives who are struggling to unleash the power of knowledge in their organization.***

Modeling the Knowledge Creation Process

A Novel

A Process Theory of the Knowledge-Based Firm

Extreme Toyota

The World Book Encyclopedia

Information, Organization and Management

Fusing Systems Thinking and Knowledge Management

**This book reviews the field of Knowledge Management, taking a holistic approach that includes both "soft" and "hard" aspects. It provides a broad perspective on the field, rather than one based on a single viewpoints from Computer Science or Organizational Learning, offering a comprehensive and integrated conception of Knowledge Management. The chapters represent the best Knowledge Management articles published in the 21st century in Knowledge Management Research & Practice and the European Journal of Information Systems, with contributors including Ikujiro Nonaka, Frada Burstein, and David Schwartz. Most of the chapters contribute significantly to practise as well as theory. The OR Essentials series presents a unique cross-section of high quality research work fundamental to understanding contemporary issues and research across a range of Operational Research topics. It brings together some of the best research papers from the highly respected journals of the Operational Research Society, also published by Palgrave Macmillan.**

**Offers specific how-to instructions for involving employees in designing new work methods and developing strategies for organizational improvement. Presents in-depth case studies of organizations that have used these techniques.**

**This book presents perspectives on the knowledge creation metaphor of learning, and elaborates the triological approach to learning. The knowledge creation metaphor differs from both the acquisition and the participation metaphors. In a nutshell triological approaches seek to engage learners in joint work with shared objects and artefacts mediated by collaboration technology. The theoretical underpinnings stem from different origins, including Bereiter and Scardamalia's theory on knowledge building and Engeström's activity theory. The authors in this collection introduce key concepts and techniques, explain tools designed and developed to support knowledge creation, and report results from case studies in specific contexts. The book chapters integrate theoretical, methodological, empirical and technological research, to elaborate the empirical findings and to explain the design of the knowledge creation tools. The target audiences for this book are researchers, teachers and Human Resource developers interested in new perspectives on collaborative learning, technology-mediated knowledge creation, and applications of this in their own settings, for higher education, teacher training and workplace learning. The book is the result of joint efforts from many contributors who took part in the Knowledge-practices Laboratory (KP-Lab) project (2006-2011) supported by EU FP6.**

**Learn step-by-step how to develop knowledge-based products for international use! Knowledge Organization and Classification in International Information Retrieval examines current efforts to deal with the increasing globalization of information and knowledge. International authors walk you through the theoretical foundations and conceptual elements behind knowledge management, addressing areas such as the Internet, multinational resources, translations, and information languages. The tools, techniques, and case studies provided in this book will be invaluable to anyone interested in bridging the international information retrieval language gap. This book is divided into four sections that address major themes for internationalized information and knowledge: "General Bibliographic Systems" discusses how bibliographic classification systems can be adapted for specific subjects, the problems with addressing different language expressions, and the future of these systems "Information Organization in Knowledge Resources" explores knowledge organization and classification, focusing mainly on libraries and on the Internet "Linguistics, Terminology, and Natural Language Processing" analyzes the latest developments in language processing and the design of information retrieval tools and resources "Knowledge in the World and the World of Knowledge" addresses the ontological foundations of knowledge organization and classification and knowledge management in organizations from different cultures With this book, you'll gain a better understanding about the international efforts to globalize: the Dewey Decimal Classification the Library of Congress Classification the Universal Decimal Classification multilingual thesauri Web directories of education-related resources human language technology metadata schemas the North American Industry Classification Figures, tables, charts, and diagrams elucidate the concepts in Knowledge Organization and Classification in International Information Retrieval. Information educators and practitioners as well as specialists in classification and knowledge organization will find this book valuable for its focus on the problems of--and solutions for--information retrieval for specific linguistic, cultural, and domain communities of discourse.**

Knowledge Organization and Classification in International Information Retrieval

Proceedings of the 2011 World Marketing Congress

The Knowledge-Creating Company

The Customer is NOT Always Right? Marketing Orientations in a Dynamic Business World

Managing Industrial Knowledge

The Complete Guide to Knowledge Management

Radical Contradictions That Drive Success at the World's Best Manufacturer

Looks at case studies from such firms as Honda, Canon, Matsushita, and NEC, and examines two types of business knowledge, explicit and tacit

A straightforward guide to leveraging your company's intellectual capital by creating a knowledge management culture The Complete Guide to Knowledge Management offers managers the tools they need to create an organizational culture that improves knowledge sharing, reuse, learning, collaboration, and innovation to ensure measurable growth. Written by internationally recognized knowledge management pioneers, it addresses all those topics in knowledge management that a manager needs to ensure organizational success. Provides plenty of real-life examples and case studies Includes interviews with prominent managers who have successfully implemented knowledge management structures within their organizations Offers chapters composed of short theoretical explanations and practical methods that you can utilize, based primarily on hands-on author experience Taking an intellectual journey into knowledge management, beginning with an understanding of the concept of intellectual capital and how to establish an appropriate culture, this book looks at the human aspects of managing knowledge workers, promoting interactions for knowledge creation and sharing.

In a world where the only certainty is uncertainty, the one sure source of lasting competitive advantage is knowledge. The best companies survive by consistently creating new knowledge, disseminating it widely throughout the organization, and quickly leveraging it in their business processes and their products. In The Knowledge-Creating Company, Ikujiro Nonaka shows how your company can exploit its knowledge to continually innovate and reinvent itself in the face of relentless change. Since 1922, Harvard Business Review has been a leading source of breakthrough ideas in management practice. The Harvard Business Review Classics series now offers you the opportunity to make these seminal pieces a part of your permanent management library. Each highly readable volume contains a groundbreaking

idea that continues to shape best practices and inspire countless managers around the world.

Knowledge science is an emerging discipline resulting from the demands of a knowledge-based economy and information revolution. Explaining how to improve our knowledge-based society, Knowledge Science: Modeling the Knowledge Creation Process addresses problems in collecting, synthesizing, coordinating, and creating knowledge. The book introduces several key concepts in knowledge science: Knowledge technology, which encompasses classification, representation, modeling, identification, acquisition, searching, organization, storage, conversion, and dissemination Knowledge management, which covers three different yet related areas (knowledge assets, knowing processes, knower relations) Knowledge discovery and data mining, which combine databases, statistics, machine learning, and related areas to discover and extract valuable knowledge from large volumes of data Knowledge synthesis, knowledge justification, and knowledge construction, which are important in solving real-life problems Specialists in decision science, artificial intelligence, systems engineering, behavioral science, and management science, the book's contributors present their own original ideas, including an Oriental systems philosophy, a new episteme in the knowledge-based society, and a theory of knowledge construction. They emphasize the importance of systemic thinking for developing a better society in the current knowledge-based era.

Knowledge Creation  
 Refactoring Workbook  
 Knowledge Matters  
 How Companies Create Continuous Innovation  
 The Springboard  
 Building a Second Brain  
 Enabling Knowledge Creation

In recognition of Professor Ikujiro Nonaka's contribution to the field of Knowledge Management this book, forming part of The Nonaka Series on Knowledge and Innovation from Palgrave Macmillan, deals with a variety of aspects of the Knowledge Management (KM) theory and the knowledge-based view of the firm.

This volume includes the full proceedings from the 2011 World Marketing Congress held in Reims, France with the theme The Customer is NOT Always Right? Marketing Orientations in a Dynamic Business World. The focus of the conference and the enclosed papers is on marketing thought and practices throughout the world. This volume resents papers on various topics including marketing management, marketing strategy, and consumer behavior. Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, the Journal of the Academy of Marketing Science (JAMS) and AMS Review. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science.

A frequent complaint in literature is that services have been previously largely overlooked by innovation researchers and technology policy makers. Given the unarguable growth in the importance of the service sectors, increasing numbers of researchers and policy makers have taken a fresh look at service activities. Innovation Systems in the Service Economy: Measurement and Case Study Analysis presents contributions which increase the understanding of the role of services in the development of the division of labor in modern economics. This volume is devoted to the elaboration and understanding of the following two themes. First, service firms can be innovative in their own right, even though the process of innovation and the kinds of innovation may be different from those traditionally associated with manufacturing and other primary activities. Second, service firms and associated activities play an important role in the evolving division of creative labor which is constituted by modern innovative systems.

"Addressing the critical issue of knowledge transfer within an organization, this book offers practical advice on how to structure the transition of documented information and the even more valuable non-documented knowledge that outgoing staffers have-before it leaves with them. Whether a result of a retirement, an acquisition, promotions, transfers, or layoffs-all organizations have lost what these authors call "deep smarts" when workers leave. Now, Dorothy Leonard and Walter Swap, coauthors of the popular Deep Smarts, and their coauthor Gavin Barton offer a solution. The trio has constructed a new approach that not only helps organizations put in place the structures and practices to pass along knowledge from expert to successor, but also identifies tacit knowledge-knowledge that is largely undocumented and lives inside of people's heads. Based on theory and research, this book offers a variety of examples, tools, and templates to take action before essential knowledge disappears"--

Japan, Moving Toward a More Advanced Knowledge Economy, 2  
 Knowledge Emergence  
 The Knowledge-creating Company  
 Creative Management and Development  
 How to Unlock the Mystery of Tacit Knowledge and Release the Power of Innovation  
 Practices, Tools, Concepts  
 Managing Flow

*High-velocity change is the fundamental challenge facing companies today. Few companies, however, are prepared to continuously innovate-because they focus on the short-term and do not emphasize the wisdom needed to make sure that their interests are aligned with those of society.*

*Practical wisdom is the bases of continuous innovation, where companies ceaselessly and repeatedly creating new knowledge, disseminating it throughout the organization, and converting knowledge to action over time. In The Wise Company, legendary management experts Ikujiro Nonaka and Hirotaka Takeuchi highlight how various companies have confronted the challenge of rapid change to create new products and new ways of doing business that benefit employees, consumers, and society. The key: a relentless self-renewal process where companies realize the future they envisions, rather than only responding to changes in the environment. Nonaka and Takeuchi argue that while knowledge-creating companies focusing on tacit and explicit knowledge can generate innovation, they cannot create it on a continuous and ongoing basis without having wisdom about human interactions and how they influence organizational structures and practices. Companies that have resilience, longevity, and sustainability share a number of characteristics, Nonaka and Takeuchi show. Strategies are based on alignment of organizational and societal benefits. Leaders grasp the core of any situation or problem quickly, and intuitively comprehend the nature and meaning of people, things, and events. But wise leadership is not enough: wisdom must infuse the organization through informal as well as formal shared interactions and communications that focus on metaphors and stories that convey the essence and meaning of strategies and actions. In short, Nonaka and Takeuchi demonstrate how continuous innovation results from companies ceaselessly and repeatedly creating new knowledge, disseminating knowledge throughout the organization, and converting that knowledge to action. The Wise Company presents a new model of knowledge-creation and practice for the twenty-first century.*

*& Most software practitioners deal with inherited code; this book teaches them how to optimize it & & Workbook approach facilitates the learning process & & Helps you identify where problems in a software application exist or are likely to exist*

*The Knowledge-Creating Company*Harvard Business Review Press

*This volume offers a simple, systematic guide to creating a knowledge sharing practice in your organization. It shows how to build the enabling environment and develop the skills needed to capture and share knowledge gained from operational experiences to improve performance and scale-up successes. Its recommendations are grounded on the insights gained from the past seven years of collaboration between the World Bank and its clients around the world—ministries and national agencies operating in various sectors—who are working to strengthen their operations through robust knowledge sharing. While informed by the academic literature on knowledge management and organizational learning, this handbook's operational background and many real-world examples and tips provide a missing, practical foundation for public sector officials in developing countries and for development practitioners. However, though written with a public sector audience in mind, the overall concepts and approaches will also hold true for most organizations in the private sector and the developed world.*

*Information Cultures in the Digital Age*  
*A Dictionary of Arts, Sciences, Literature and General Information*  
*A Source of Value*

*Value-based Knowledge Management*  
*A Proven Method to Organize Your Digital Life and Unlock Your Creative Potential*  
*The Essentials of Knowledge Management*  
*Collaborative Knowledge Creation*

An encyclopedia designed especially to meet the needs of elementary, junior high, and senior high school students.

After six years of research, six case studies, and more than 220 interviews with Toyota employees, distributors, and dealers across the globe, the authors provide fascinating insights on the inner workings of the Toyota company and why it is so successful.

This influential book establishes the enduring vocabulary and concepts in the burgeoning field of knowledge management. It serves as the hands-on resource of choice for companies that recognize knowledge as the only sustainable source of competitive advantage going forward. Drawing from their work with more than thirty knowledge-rich firms, Davenport and Prusak--experienced consultants with a track record of success--examine how all types of companies can effectively understand, analyze, measure, and manage their intellectual assets, turning corporate wisdom into market value. They categorize knowledge work into four sequential activities--accessing, generating, embedding, and transferring--and look at the key skills, techniques, and processes of each. While they present a practical approach to cataloging and storing knowledge so that employees can easily leverage it throughout the firm, the authors caution readers on the limits of communications and information technology in managing intellectual capital.

Presents an ultimate theory of knowledge-based management and organizational knowledge creation based on empirical research and an extensive literature review. It explores knowledge management as a global concept and is relevant to any company that wants to prosper and thrive in the global knowledge economy.

Dominicana  
 Towards Organizational Knowledge  
 Creation, Transfer and Utilization  
 How Organizations Manage What They Know  
 Handbook on Knowledge Management 1  
 Becoming a Knowledge-Sharing Organization  
 Innovation Systems in the Service Economy

The creation and management of knowledge has become a central concern to business and management, both as a source of value and as an opportunity to achieve and sustain competitive advantage. This new book brings together leading area of knowledge and innovation management in a state of the art collection of studies in this field.

A Strategic Plan to Leverage Your Company's Intellectual Capital  
 Productive Workplaces  
 The Encyclopaedia Britannica