

Successful Knowledge Management Strategies

In 1996/1997 the European Foundation for Quality Management ([EFQM](#)), the American Productivity and Quality Center (APQC), DNV-CIBIT and CSC computer Sciences collaborated in the first European study on best practices in Knowledge Management (KM).


[Successful KM strategies](#)

The EFQM Benchmarking Study Project was sponsored by 13 companies and delivered a well-received report on the KM-activities of pioneers such as Manpower, Skandia, Nokia and others.

The EFQM and DNV-CIBIT are pleased to inform you that they have joined forces again in order to deliver in 2001/2002 a high-quality study on good practices in Knowledge Management.

Scope

The scope of the study is based upon issues which has been raised by several companies who are currently involved in knowledge management initiatives such as:

- How to develop knowledge strategies which support business imperatives?
- How to address motivational issues related to knowledge sharing?
- How to develop and sustain Communities of Practice?
- How to launch & deploy knowledge management initiatives?
- How to link Knowledge management to the EFQM Excellence model and other Corporate Performance Measurement Systems?



The next step

If you have questions about the study we invite you to either contact Director of Consulting [Rob van der Spek](#), content guide of this EFQM/DNV co-production by e-mail or telephone number +31-30 2308900. We hope that this study is of interest to you.