**Comparison of Digital Capabilities Enhancing the Supply Chain of Knowledge Transfer Within an Organization**

**Objectives**
Through a literature review, the concept of knowledge has been made more understandable. **Management techniques** has been listed and classified according to their role in **knowledge processes**.

**Concepts**
Data = raw numbers/facts  
Information = processed/interpreted data  
Knowledge = authenticated information

**Knowledge Management** = set of processes related to the ability of an organization to be competitive by facilitating flows between individuals.  
**Knowledge Management Systems** = multifunctional systems that can support and enhance the different knowledge management and knowledge processing activities.

<table>
<thead>
<tr>
<th>Knowledge Creation</th>
<th>Social Capital</th>
<th>Teams: Virtual &amp; Face-to-Face</th>
<th>Six Thinking Hats</th>
<th>SECI Approach</th>
<th>Personal Projects</th>
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<tr>
<td>Knowledge Storage/Retrieval</td>
<td>IT</td>
<td>Taxonomies and Shared drives</td>
<td>Exit Interviews</td>
<td>How To Guides</td>
<td>Blogs</td>
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<tr>
<td>Knowledge Transfer</td>
<td>IS</td>
<td>Stories</td>
<td>Peer Assists</td>
<td>After Action Reviews</td>
<td>Retrospects</td>
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<tr>
<td>Knowledge Application</td>
<td>Expert Teams</td>
<td>Simulations</td>
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**Choice of a Knowledge Management System**

**AHP:**

- *Improve Knowledge Transfer*
  - *Simplicity (0.13)*
  - *Avoid duplication of mistakes (0.08)*
  - *Cost-effective (0.49)*
  - *Increase competitiveness (0.29)*

- *Emails (0.24)*
- *Intranets (0.30)*
- *E-learning (0.25)*
- *ERP (0.27)*

**Two dimensions of Knowledge**

<table>
<thead>
<tr>
<th>Tacit (implicit)</th>
<th>Codified (explicit)</th>
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<tbody>
<tr>
<td>In individual’s head</td>
<td>Transferable in formal language</td>
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<table>
<thead>
<tr>
<th>Definitions</th>
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<tr>
<td>Examples</td>
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<td>Beliefs, paradigms, skills, know-how</td>
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</tbody>
</table>

Structure to develop and interpret explicit Knowledge (Polanyi, 1962)

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