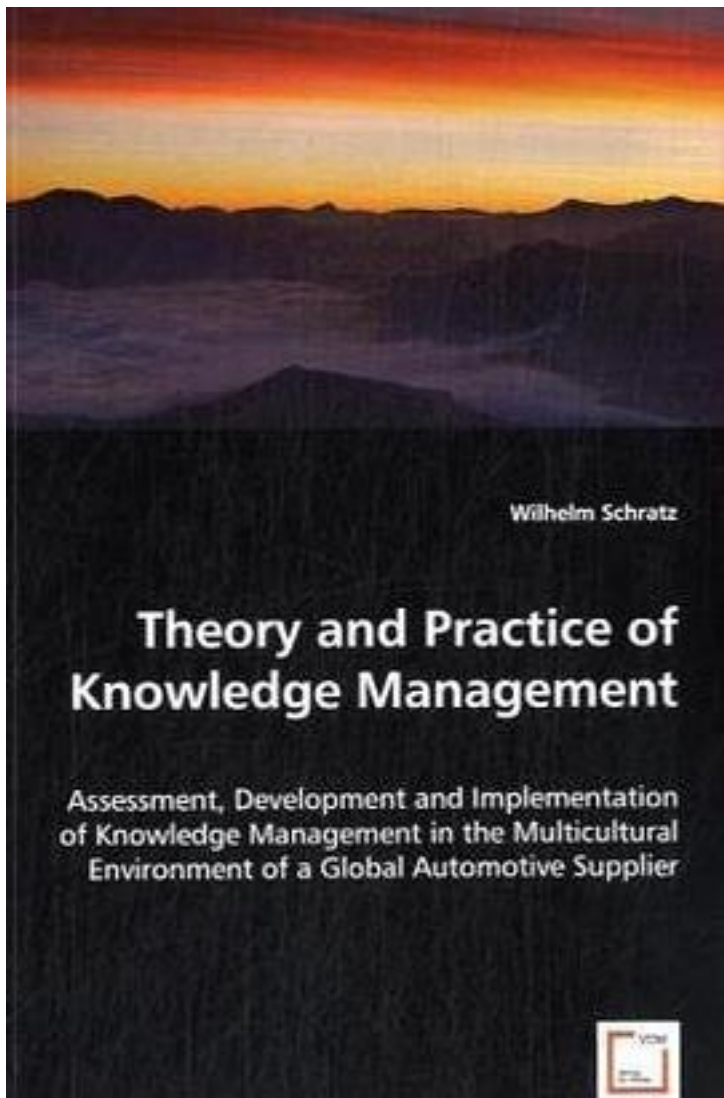


Theory and Practice of Knowledge Management



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This thesis describes the process of assessment, development and implementation of knowledge management at a global automotive supplier. The thesis is divided into a theoretical part and a practical part. The theoretical part starts with an economy view of the automotive industry and continues with an overview of KM in general which intends to give the basic know how of the different possibilities and approaches. The practical part and the project - Knowledge Management at PMG - describe the project in detail. The different phases of Setting up a KM Project, Assessment, and Development, which are already described in theory are established and milestones accomplished. The final chapters describe the different approaches and possibilities of KM at PMG. A master plan for professional implementation is presented and the different approaches are analysed in the matter of development time, resources, implementation time, efficiency and cost benefit. The aim of this thesis is to give an overview of theoretical KM approaches and the adoption of these in the practical environment of a global acting institution.

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