

Knowledge Management

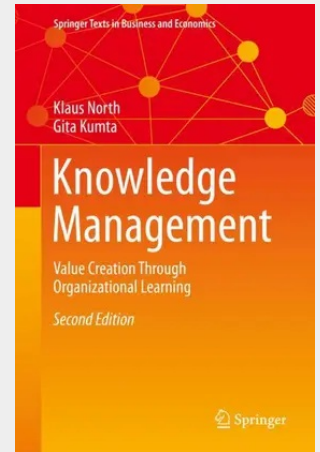
Value Creation Through Organizational Learning

This textbook on knowledge management draws on the authors' more than twenty years of research, teaching and consulting experience. The first edition of this book brought together European, Asian and American perspectives on knowledge-based value creation; this second edition features substantial updates to all chapters, reflecting the implications of the digital transformation on knowledge work and knowledge management. It also addresses three new topics: the impact of knowledge management practices on performance; knowledge management in the public sector; and an introduction to ISO 9001:2015 as an implementation framework.

The book is intended not only for academic education but also as an essential guide for managers, consultants, trainers, coaches, and all those engaged in business, public administration or non-profit work who are interested in learning about organizations in a knowledge economy. Given its wealth of case studies, examples, questions, exercises and e

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128,39 €

119,99 € (zzgl. MwSt.)

Nicht mehr lieferbar

Artikelnummer: 9783319599779

Medium: Buch

ISBN: 978-3-319-59977-9

Verlag: Springer

Erscheinungstermin: 13.04.2018

Sprache(n): Englisch

Auflage: 2. Auflage 2018

Serie: Springer Texts in Business and Economics

Produktform: Gebunden

Gewicht: 879 g

Seiten: 344

Format (B x H): 155 x 235 mm

