

If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice

By Carla O'dell, C. Jackson Grayson

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In spite of rapid advances in technology, the effective transfer of knowledge is an ever-growing challenge for corporations today. Business leaders are discovering a vast treasure-house of knowledge, know how, and best practice inside their own organisations. Acclaimed productivity and quality experts Carla O'Dell and C. Jackson Grayson here suggest a conscious strategy for getting the best out of employees which they call 'Knowledge Management'. They explain how applying these ideas can help employers identify and benchmark internal best practice and share knowledge throughout the organisation. Through case studies, concrete examples, and revealing anecdotes, this valuable guide not only identifies universal management techniques but suggests ways to implement the proceedures in a variety of settings. No amount of knowledge or insight can keep a company ahead if it is not properly distributed where its needed - IF ONLY WE KNEW WHAT WE KNOW is a much-needed companion for business leaders everywhere.

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Editorial Review

Amazon.com Review
Responding to the familiar observation that what you don't know can and will hurt you, American Productivity and Quality Center leaders Carla O'Dell and C. Jackson Grayson Jr. have countered with a contention that the "hidden reservoirs of intelligence that exist in almost every organization" can, with work, be efficiently tapped "to create customer value, operational excellence, and product innovation--all the while increasing profits and effectiveness." *If Only We Knew What We Know* is their detailed examination of the resultant groundbreaking but common-sense methodology they have dubbed "knowledge management," along with their analysis of several companies such as Amoco, Arthur Andersen, Buckman Laboratories, and Xerox that are successfully employing it today. By studying the execution and evolution of this practice in over 70 companies involved with their non-profit management organization, the two have observed how top practitioners are turning internal information that's already selectively available into dynamic improvements that are apparent throughout the companies. They describe how to implement knowledge management in your own firm and describe the "enabling context" (including infrastructure, culture, technology, and measurement) that help or hinder the process. --*Howard Rothman*

From Library Journal
The authors, heads of the American Productivity and Quality Center, focus on the notion of internal best practices, discussing the barriers to internal knowledge transfer and offering detailed recommendations for overcoming these barriers. Of particular value is their Knowledge Management Assessment Tool (KMAT), a device to help organizations assess their strengths and weaknesses in managing internal knowledge. A good starting point for those new to KM.
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From Booklist
O'Dell and Grayson are, respectively, the president and the founder and chairman of the American Productivity and Quality Center, a 300-member, nonprofit organization in Houston, Texas. In 1992, when the Center's International Benchmarking Clearinghouse began to search for best practices among its members, it discovered to its surprise that many of its members had found numerous examples of "unknown and unshared knowledge" in their very own organizations. This finding led to research on why knowledge and practices failed to transfer even in organizations that were noted for innovation. The authors report on this research and offer recommendations for taking advantage of internal best practices. They identify three barriers to internal knowledge transfer, explain which three value propositions are best-suited for harnessing internal knowledge, and describe the four "enablers" that facilitate transfer. They also provide case studies and offer a detailed methodology for "making best-practice transfer and knowledge sharing a mainstay of your company." *David Rouse*

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The book If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice give you a sense of feeling enjoy for your spare time. You may use to make your capable much more increase.

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Allie Littlefield:

Spent a free the perfect time to be fun activity to perform! A lot of people spent their spare time with their family, or their very own friends. Usually they accomplishing activity like watching television, going to beach, or picnic inside park. They actually doing same thing every week. Do you feel it? Will you something different to fill your personal free time/ holiday? Could be reading a book might be option to fill your totally free time/ holiday. The first thing that you will ask may be what kinds of book that you should read. If you want to consider look for book, may be the reserve untitled If Only We Knew What We Know: The Transfer of Internal Knowledge and Best Practice can be excellent book to read. May be it can be best activity to you.

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