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Original article

## KNOWLEDGE MANAGEMENT STRATEGY AS A FACTOR OF INCREASING EFFECTIVENESS AND COMPETITIVENESS OF AN ORGANIZATION

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Most companies in the current economic conditions are concerned with finding factors that increase their own competitiveness. This task gives rise to the need for transformation of strategies and a more comprehensive understanding of their own business. The formation of a knowledge management system necessary for the company will allow developing an appropriate approach to increasing the level of competitiveness in the economic environment. The set of knowledge management tools is becoming a relevant and popular area of development for large manufacturing enterprises. This article identifies the features of the frame to make the implementation of these tools more systematically organized. With the help of these tools, a company is able to overcome its "fragility" (according to M. Taleb) and, having survived problems and destruction, becomes better and stronger. The stages of this strategy development are presented.

Keywords: concept; strategy; knowledge; tools of elaboration.

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## СТРАТЕГИЯ УПРАВЛЕНИЯ ЗНАНИЯМИ КАК ФАКТОР ПОВЫШЕНИЯ ЭФФЕКТИВНОСТИ И КОНКУРЕНТОСПОСОБНОСТИ ОРГАНИЗАЦИИ

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Большинство компаний в современных экономических условиях озабочены поиском факторов, повышающих собственную конкурентоспособность. Эта задача порождает необходимость трансформации стратегии и более комплексного понимания собственного бизнеса. Формирование необходимой для компании системы управления знаниями позволит разработать соответствующий подход к повышению уровня конкурентоспособности в экономической среде. Набор инструментов управления знаниями становится актуальным и популярным направлением развития крупных производственных предприятий. В данной статье определены особенности фрейма, позволяющие сделать внедрение этих инструментов более систематизированным. С помощью этих инструментов компания способна преодолеть свою «хрупкость» (по мнению М. Талеба) и, пережив проблемы и разрушения, становится лучше и сильнее. Представлены этапы разработки данной стратегии.

Ключевые слова: концепция; стратегия; знания; инструменты разработки.

Humanity has always developed on the basis of acquired knowledge. The systematic, unhurried process of developing new knowledge suddenly gave way to a "mad race" in the second half of the 20th century. New knowledge began to appear with tremendous speed and people, not having time to adapt properly, without mastering it, were forced to change their patterns of activity and look for new ways of development. Naturally, questions began to arise about how new and diverse knowledge obtained in different parts of the planet would be combined for use in certain sectors of the economy.

Reflecting on the current economic situation, we come to some conclusions:

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- 1. Today we can state that the economy of the 21<sup>st</sup> century is service and information. But the importance of the information component was realized already in those distant times when the rapid development of information flows began. It was already becoming clear that the main added value is created by people's knowledge, their giftedness, abilities, desire to recombine, analytical and synthesizing competence, ability to think outside the box.
- 2. Understanding that any economic activity will not be possible without an expert component, where people, being the most important resource, should become the basis of any development concept, and "people" not in the sense of their physical strength, but in the sense of their knowledge and experience.
- 3. Companies will be able to extract value from all this if it can be realized, that is, the signal must be sent: "...do it!" to certain decisions; The stage of planning specific actions to implement the decisions made (who, what, to whom, when, how, and how much).

Overlaid on this step-by-step diagram are three key group processes:

- divergence, discrepancy: people lay out on a common table and then consider each other's different ideas and opinions. The wider the scope of divergence, the greater the likelihood that something interesting, deep, and non-trivial will end up in the bank;
- emergence, emergence: people rub against each other with their different ideas; enrichment, recombination, and synthesis occur;
- convergence, convergence: people agree on a motley and voluminous, due to lived divergence
   and emergence, but a general picture of the world. They come up with a plan of action that they all
   accept and are willing to implement.

To get as many statistics, facts, independent assessments as possible; to distinguish "objective knowledge" from "opinions", it is necessary to build an internal knowledge management system. This is a relatively new discipline that emerged around the 1970s, when the features of the future information society began to appear. These ideas are associated with such names as Peter Drucker (knowledge worker) and Paul Strassman (an important resource of the organization), as well as Dorothy Leonard-Barton, who projected the development of its practice, exploring many aspects of knowledge management with evidence in her various works and publications and illustrating the idea that the relationship between knowledge management and constant innovation determines the levels of development of companies [1]. Experts emphasize the need to transfer knowledge from one generation of highly skilled workers to the next to overcome the loss of a company's competitive advantage [2].

These scientists outlined directions for practical application of KM concept based on research on the production of knowledge, its sharing within the organization. This made it possible not to lose valuable information and develop new knowledge.

Already in the late 1970s, Everett Rogers from Stanford and Thomas Allen from the Massachusetts Institute of Technology, as well as Rob Axin and Don McCracken, proposed computer technologies for storing this knowledge. All this allows us to say that after the 70s of the 20th century, business received a new discipline - Knowledge Management. Technology can open up management solutions, but more needs to be done to ensure organizations can best manage knowledge and information [3].

By the 1980s, most business and corporate organizations realized the importance of comprehension as a rival facility. But how to ensure that knowledge flows into the product? This does not happen automatically. That is why most companies were interested to find any tool to transfer knowledge into the profit.

Many articles were published in scientific journals by scientists and practitioners (Peter Drucker, Matsuda and Sveiby) on knowledge workers, knowledge, and systems engineering. Moreover, the construction of these concepts led to use KM systems within various organizations.

Such companies as Xerox, Microsoft, Nokia, and the World Bank have transformed by understanding the power of knowledge management. Nevertheless, many organizations have not changed their old approach, despite the inclusion of certain knowledge management practices in daily activities.

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Knowledge management became a major focus for global companies in the 1990s. The trigger was the fact that the experience of Japanese companies in creating innovation dynamics through knowledge management was published, which indicated high rates of economic growth [4].

Current trends in knowledge management (KM) are associated with the recognition of KM as a rivaling facility and success. KM ensures effective management of the process of knowledge dissemination and application [5]. In the management practice of Western companies, the theory of knowledge management has become widespread. However, the presence of an effectively functioning knowledge management system in industrial conglomerates, which involves a unique set of solutions along the entire value chain, making it possible to create a unique value proposition in various markets in the context of the transformation of international economic relations, is still a rare phenomenon.

It seems that the basis for this state of affairs is some restrictions that exist, first of all, in the external environment. The current market model of world economic relations on a global scale has shown a lack of stability; the configuration of existing counterparties in the world economy large is being destroyed, bringing new players to the external circuit. Thus, changing consumer preferences, the emergence of new competitors, new products, new technologies, changes in the economic and political spheres have an impact on knowledge management in any company. It is especially difficult for large, diversified manufacturing companies with interests in various sectors of the economy to adapt to new conditions.

On the other hand, as a result of development, the number of employees in the company increases, new products and activities appear, and the complexity of managing the organization increases. In addition, the variety of forms of implementation of the KM concept in different departments of the same company, the lack of a formalized strategy, lack of balance between inspiration and apathy, the assumption that only HR- department should manage knowledge, a low culture of trust prevents the creation of an integrated knowledge management strategy.

Strategy gives the organization important advantages: it determines the direction of the company's development; helps determine the direction of movement towards growth in conditions of increasing uncertainty of the future; forms its uniqueness. Thus, Henry Mintzberg, for example, proposed considering strategy as the result of an organization's accumulation of new experience and its subsequent comprehension [6].

Strategy – Integrated model of actions (aimed at achieving goals); A set of decision rules; Product-market strategy + organizational concept. Strategic planning is always focused on the future of the company, on predicted changes in the market, external opportunities, as well as internal capabilities of the enterprise. It is worth remembering that there is always a high probability of events occurring, the implementation of which depends on factors beyond the control of the enterprise, which is why it is especially important to include the possibility of flexibility in the decisions made, making them maximally adaptable to difficult-to-predict production and sales conditions [7].

Effective strategies are based on constant experimentation, the ability of the organization to carry out constant strategic drift, capturing new opportunities and a focus on the future. Strategic thinking is the process of finding patterns or common threads associated with an organization's activities that arise from its policies, goals, and objectives [8].

Thus, the desire to improve all infrastructure projects of a large, diversified company, with a focus on "training before, during and after the project", as well as the use of the gained experience in different departments, leads to an understanding of the need to develop an overall knowledge management strategy. KM strategy is classified as what it does to the organization and the processes it employs. The KM strategy improves the quality of collaboration within the company [9]. To solve this problem, you can use the well-known Balanced Scorecard methodology [10]. It is well known but is used mainly to solve operational problems.

To use this idea, we must formulate key priorities - goals. These goals must be united by cause-and-effect relationships. To do this, we will highlight 4 projections: financial block; market-related goals: customers, products, promotion; a block of goals related to the company's internal processes; block of strategic resources (training and development; potential, etc.; block of human resource management. This way we will get a certain strategy map (Fig.1).

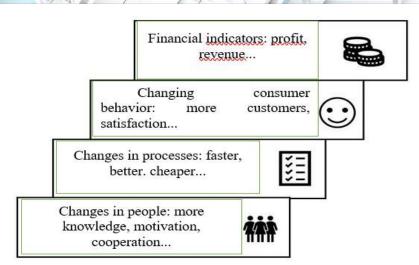


Figure 1 – Balanced Scorecard – a tool for managing a knowledge management strategy and analyzing its results

Stages of developing a Knowledge Management Strategy:

- 1. Assemble a management team and brainstorm. Storming Questions: What financial goals should we set to implement this strategy? Achieve stable profitability or increase the value of the company, or increase profitability... fix several proposals.
- 2. What market goals should we set to implement our strategy? A set of goals appears. Related to product development, increasing customer loyalty, promotion to new markets, etc.
  - 3. What changes need to be made in the processes and in the company's management system.
- 4. What resources are needed (a system of continuous training for employees or the creation of a corporate university to achieve the greatest involvement of employees).
- 5. Build a strategic map. Distribute causes and effects (financial indicators will be a consequence, since they will be a consequence of our actions in the market, as well as. A consequence of changes in our processes, and resources are the cause of everything... a necessary condition for achieving all other indicators... It turns out the quintessence of our strategy.
- 6. Now develop strategic indicators for each goal. That is, to understand later that this goal has been achieved. The difficulty is that financial indicators are good to measure, but how to measure customer loyalty? What indicator should accompany the implementation of certain processes? That is why target values for all indicators need to be developed.
- 7. Identify goal leaders. Functions of a leader goals: 1 create a team; 2 carry out the deployment of the strategy, development of a set of measures (achieving indicators); 3 documentation: goal number, description of what is expected.
  - 8. Deployment of strategy into tactics.

Knowledge management, training within companies, the creation of a Corporate University - these topics are very relevant today. Top managers of large companies, HR specialists, heads of T&D (Training & Development) departments, business trainers, etc. are interested in them.

A manager thinking about creating a corporate management company is looking for an answer to two questions:

- 1) How to make sure that the company produces a quality knowledge product for its internal client?
- 2) How to make company itself an effective Knowledge Creator?

None of these issues have been addressed in modern business literature, and our future task is to address them.

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Knowledge management strategy as a factor of increasing effectiveness and competitiveness of an organization

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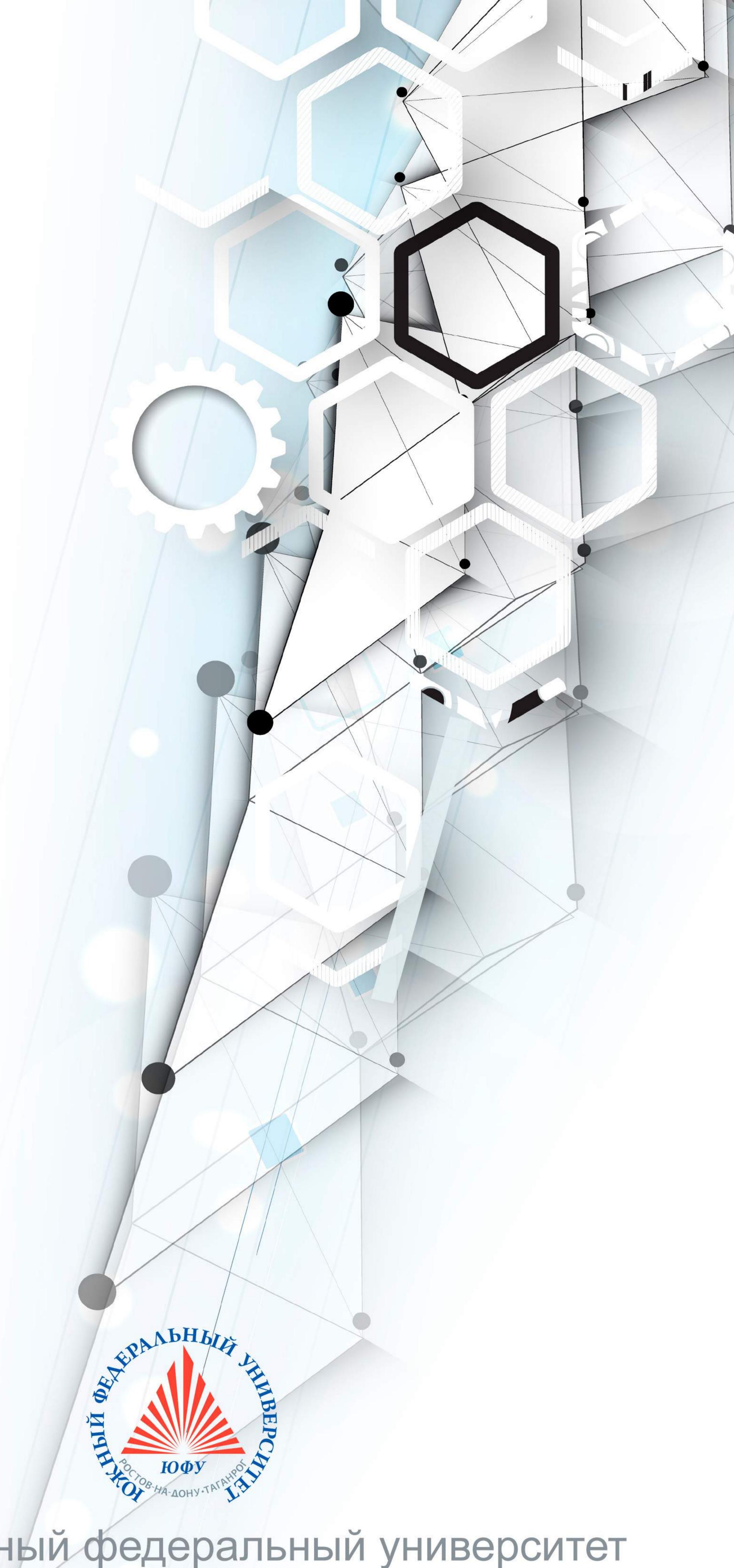
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