

Chapter 6.20

Knowledge Management in Supply Chain Networks

Dolphy M. Abraham

Loyola Marymount University, USA

Linda Leon

Loyola Marymount University, USA

INTRODUCTION

This article reviews current research and practice of knowledge management (KM) and inter-organizational learning in supply chain networks. Knowledge management is the organizational process for acquiring, organizing, and communicating the knowledge of individual employees so that the work of the organization becomes more effective (Alavi & Leidner, 1999). Knowledge management is an increasingly important process in business organizations because “managing human intellect—and converting it into useful products and services—is fast becoming the critical executive skill of the age” (Quinn, Anderson & Finkelstein, 1998). Grover and Davenport (2001) state that KM becomes “an integral business function” when organizations “realize that

competitiveness hinges on effective management of intellectual resources.” Grover and Davenport also argue that knowledge management works best when it is carried out by all the employees of the organization and not just KM specialists.

Business organizations frequently partner with other firms to complement their core competencies. To collaborate effectively, partner firms have to communicate with each other information about business processes as well as share ideas of how to design or improve business processes. This phenomenon of knowledge sharing across organizational boundaries is called inter-organizational learning (Argote, 1999). Knowledge management, we posit, is necessary to facilitate inter-organizational learning and direct it in a way that supports the organization’s overall objectives.

Supply chain systems are an example of business networks. Supply chains involve not only multiple corporate entities but also organizational units within a single organization. We present practices used in business organizations and networks of businesses to manage the information and knowledge sharing processes using the context of supply chain systems.

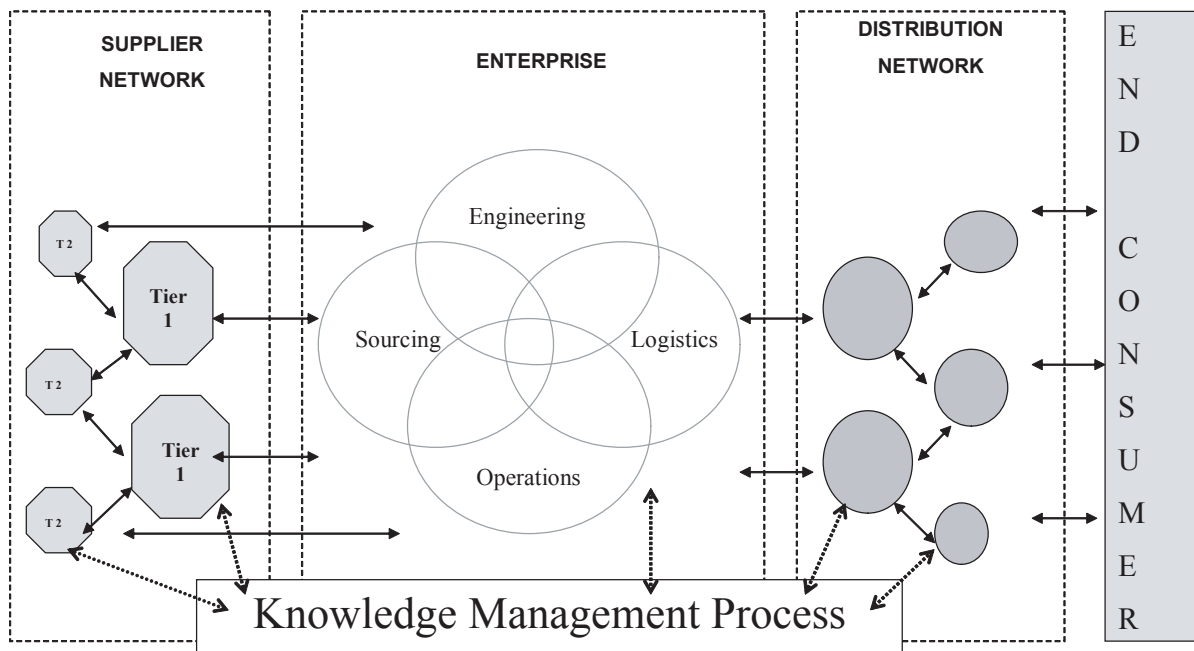
BACKGROUND

A supply chain consists of all parties involved, directly or indirectly, in fulfilling the end consumer's request. Its primary purpose is to satisfy customer needs while maximizing the overall profitability of the chain. A typical supply chain involves a variety of stages that may include customers; a distribution network of retailers, wholesalers, and distributors; manufacturing enterprises; and tiers

of suppliers (Figure 1). Information, knowledge, funds, products, and services flow along both directions of the chain, where more than one player is often involved at each stage. The structure of supply chain systems can be described as a business network where inter-organizational learning and information sharing are critical factors in determining the chain's competitiveness.

The performance of a supply chain depends upon how well its processes are managed for the type of product that is associated with the chain. Fisher (1997) classifies products on the basis of their demand patterns, claiming that a product falls into one of two categories, either primarily functional or primarily innovative. Functional products satisfy basic needs and include the staples that people buy in a wide range of retail outlets such as grocery stores and gas stations. These products have stable, predictable demand, and long life cycles. Due to well-developed competition,

Figure 1. The integrated supply chain



7 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/knowledge-management-supply-chain-networks/25295

Related Content

Knowledge Management Agents

Leon Sterling (2008). *Knowledge Management: Concepts, Methodologies, Tools, and Applications* (pp. 982-988).

www.irma-international.org/chapter/knowledge-management-agents/25151

Evaluating the Observability in the Combination Process of the Height Measurement Signals

Nguyen Quang Vinh (2020). *International Journal of Knowledge-Based Organizations* (pp. 24-36).

www.irma-international.org/article/evaluating-the-observability-in-the-combination-process-of-the-height-measurement-signals/263035

Towards Better Representation of Context Into Recommender Systems

Jinfeng Zhong and Elsa Negre (2022). *International Journal of Knowledge-Based Organizations* (pp. 1-12).

www.irma-international.org/article/towards-better-representation-of-context-into-recommender-systems/295080

Effects of Knowledge Management Implementation in Hospitals: An Exploratory Study in Taiwan

Wen-Jang ("Kenny") Jih, Cheng-Hsui Chen and Ying-Hsiou Chen (2006). *International Journal of Knowledge Management* (pp. 1-20).

www.irma-international.org/article/effects-knowledge-management-implementation-hospitals/2684

Creating a Multi-Company Community of Practice for Chief Information Officers

John Moran and Lee Weimer (2004). *Knowledge Networks: Innovation Through Communities of Practice* (pp. 125-132).

www.irma-international.org/chapter/creating-multi-company-community-practice/25428