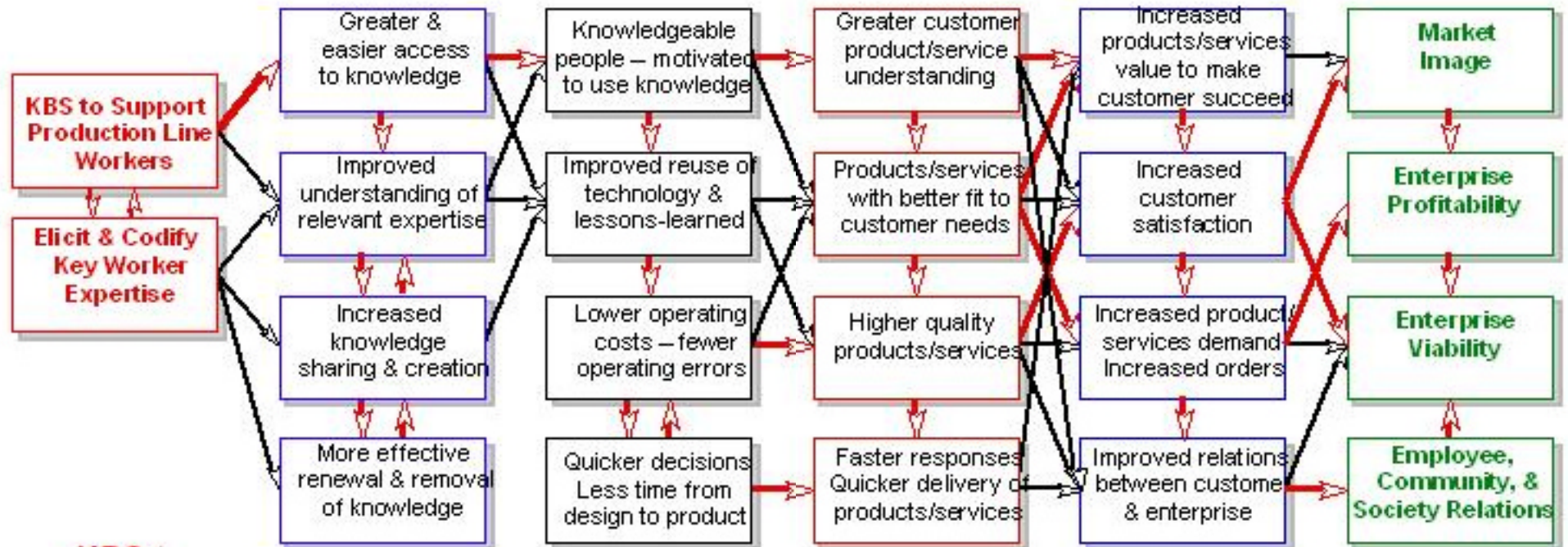


Examples of Knowledge Management Effects and Benefits



KBS / Knowledge Management Activities

KBS-Related KM Effects

Internal Benefits & Effects
- Operations Focus -

Improved Deliverables
- Product & Service Focus -

External Benefits & Reaction
- Customer & Market Focus -

Intermediate Effects and Benefits

Bottom-Line Benefits

