

Measuring The Value of Knowledge

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Measuring the value of knowledge remains one the trickiest challenges in knowledge management. At one level value lies in the eyes of the beholder and cannot be pinned down with an absolute value. However, there are now a variety of methods for assessing the contribution of knowledge to business results and the efficacy of a knowledge management programme. This briefing introduces the key concepts of knowledge measurement, compares different methods, and provides some practical pointers to this daunting challenge.

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*David Skyrme Associates Limited
Highclere, England, RG20 9PR
Email:sales@skyrme.com :: <http://www.skyrme.com>*

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