

Third International Conference on Nuclear Knowledge Management - Challenges and Approaches



Contribution ID: 249

Type: **oral**

Successes and Failures of Knowledge Management: An Investigation into Knowledge Management Metrics

Monday, 7 November 2016 14:30 (15 minutes)

In reviewing the literature and industry reports, a number of organizations have approached KM metrics from a Balanced Scorecard, Intellectual Capital (e.g., Skandia's Intellectual Capital Navigator), Activity-Based Costing, or other borrowed approaches from the accounting and human resources disciplines. Liebowitz in his edited book, *Making Cents Out of Knowledge Management* (Scarecrow Press, 2008), shows case studies of organizations trying to measure knowledge management success. A few methodologies have examined ways to measure return on knowledge, such as Housel and Bell's Knowledge Value-Added (KVA) methodology (Housel and Bell, 2001). Liebowitz analyzed over 80 publications on knowledge management metrics, whereby KM metrics can be divided into system measures, output measures, and outcome measures.

Country or International Organization

USA

Primary author: Mr LIEBOWITZ, Jay (Harrisburg University of Science and Technology, Harrisburg, PA 17101, USA)

Presenter: Mr LIEBOWITZ, Jay (Harrisburg University of Science and Technology, Harrisburg, PA 17101, USA)

Session Classification: PL02