

The Impact of Knowledge Management on Different Innovation Types in Small and Medium Enterprises

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Abstract : Nowadays, in unpredictable business environments, enterprises face a great challenge to meet customer's requirements. The performance of an enterprise has a significant impact on its activities and has to be evaluated continuously. One of the most important indicators to evaluate performance is named 'innovation'. There are various indicators of innovation in the product/service sectors. These cause different innovation types to emerge, in product sectors. Additionally there are basic enablers to these innovation types, including an innovative culture, a customer oriented organizational culture, etc. Also one of these enablers is called enterprise system, which includes: SCM, CRM, ERP, KM etc. Knowledge management as a solution is a necessity in a competitive world. Implementation solutions such as KM are expensive, so enterprises need to answer how KM systems affect different performance indicators like innovation. This paper aims to develop a model to evaluate the impact of KM on innovation in SMEs.

Keywords : innovation, knowledge management, SMEs, enterprise

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