Proposing an Index for Determining Key Knowledge Management Processes in Decision Making Units Using Fuzzy Quality Function Deployment (QFD), Data Envelopment Analysis (DEA) Method

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Abstract : This paper proposes an approach to identify key processes required by an organization in the field of knowledge management and aligning them with organizational objectives. For this purpose, first, organization's most important non-financial objectives which are impacted by knowledge management processes are identified and then, using a quality house, are linked with knowledge management processes which are regarded as technical elements. Using this method, processes that are in need of improvement and more attention are prioritized based on their significance. This means that if a process has more influence on organization's objectives and is in a dire situation comparing to others, is prioritized for choice and improvement. In this research process dominance is considered to be an influential element in process ranking (in addition to communication matrix). This is the reason for utilizing DEA techniques for prioritizing processes in quality house. Results of implementing the method in Khuzestan steel company represents this method's capability of identifying key processes that require improvements in organization's knowledge management system.