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### **Solution of product making problems with knowledge management based view**

The knowledge management approach was applied for solving the product making problems of an engineering office.

Applying this approach gives homogeneous frame for the management of operative problems; its complexity makes the improvement possible with the use of the same concept. It provides opportunity to become acquainted with the operation of the organization, making it possible to make strategic decisions.

There is a big promise of knowledge management to develop a competitive advantage for the company. It can be based on the experience of the highly qualified engineers.

We determine the method, organizational status of identifying, determining and applying the corporate knowledge, to improve the value making process.

This paper circumscribes the rolls of engineers related to knowledge management and can be fastened to the positions of formal structure. It was suggested to make a parallel knowledge-making informal network, and set into action and operate the informal communities of practice.

We estimated the preparation of knowledge maps for identifying the areas of organizational knowledge. An important part of this is the consideration of personal knowledge; the means is stated in making an expert list. The identification of knowledge areas can be made in two steps. We can fix the professional areas with relative low amount of expense, then propose to define its content. It was mentioned that the last one can be considered as a foundation of knowledge management strategy.

We estimate a knowledge integration facility which is suitable to create a general language for the multicultural professional area with the knowledge dictionary.

We made suggestions to identify the knowledge appearing in the product in order to make sure that the project evaluation dealt with the knowledge identified and fixed in the documentation. For identification apply the knowledge dictionary as a means and for fixing the infocommunication technology. We consider the corporate knowledge management as duty of the members of the practice group who also have a formal role in corporate structure.

We made a proposal for the development of info communication technology and wrote the characteristic of generally applicable information architecture.

We refer to the long-range development facilities.