

The ISO 9001:2000 Taken as a base for Knowledge management/

Efrat Hazan

Abstract

The International Standards serious ISO9000 includes the ISO9001:2000 Quality Management Standard which is detailing requirements that can be implemented in every organization for internal uses, for external certification or under contracts requirements. This standard focuses on the Quality management system effectiveness in meeting customer requirements. Managing knowledge has different aspects and variety procedures and business processes supporting infrastructures. What they all have in common is the vital need of culture infrastructure that will allow making decisions and achieving outcomes.

The purpose of this research is to examine whether there is a positive connection between the ISO9001 Standard and Knowledge Management. Finding such a connection will enable the creation of terminology and tools for managing knowledge, and will be a modest contribution to the manager “Tool Box” in particular and to the management capability in general.

This research focuses on the standard requirements and knowledge management implementation. These values were measured by two questionnaires:

Questionnaire a – checking Knowledge Management.

Questionnaire b – checking customer satisfaction in implementing the ISO 9001:2000 Standard.

The questionnaires were distributed among RNET customers which were certified during the last 0 – 5 years in variety of scopes.

This research findings show the existence of a connection between the Standard elements implementation that were checked and Knowledge Management elements. It was found that in organizations were there is resources allocation for knowledge acquisitioning and maintenance, and also organizations were there is investment in knowledge communication and sharing and in addition the responsibility for knowledge management is within the scope of the Quality Assurance Manager

responsibility, the percentage of organizations performing actual knowledge management effectiveness measuring increases.

Companies and organizations that will measure the effectiveness of knowledge management will be able to examine the extent of success of their knowledge management and achieve practical conclusions that will improve the organizations management methods. This finding has led to the second research assumption, that claimed that as long as more matching to the standard requirements shall exist in companies were the Knowledge Management Process effectiveness was measured, knowledge management will be more successful in these organizations.

This assumption was partially verified since the organizations sample that have measured knowledge management effectiveness was too small. (only 16 out of 101).

It was also tested in this research which of the two research variables was predicting mostly those organizations that are actually checking their knowledge management effectiveness. The predicted variable was measuring the actual knowledge management effectiveness measuring and the predicting variables were all the questionnaire variables.

This checking of outcomes clarified that the variable which is so successfully predicts the knowledge management effectiveness measuring is the change variable that describes the extent of the organizational internal communication. This finding suggests that knowledge documentation supports actual effectiveness measuring since you have comparable data.

Other predicting variables are the averages of the reasons and responsibility. This finding meaning is that in order to predict the extent of effectiveness measuring of knowledge management we must examine how knowledge is communicated and shared with in the organization, and the reasons that have derived the organization to manage its knowledge and also who is allocated with the responsibility.

Summarizing, a link was found between the standard implementation level and knowledge management level in organizations.

A partially found that the high level of competency to the standard derive successful organizational knowledge management.

To our opinion, finding this link will be important contribution to organizations looking for resources management in general and in particularly managing the knowledge resource. This will enable the systematic approach to learning and the creation of adaptation that the organizations need in the ever rapidly changing

business environment the are operating in. it will allow the improvement of the way we manage organizations and it will influence the economic results of any organization significantly.

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