

Issues in Knowledge Management

Mohamad Fauzan Noordin



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

ISSUES IN KNOWLEDGE MANAGEMENT

Editor

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IIUM Press

Published by:
IIUM Press
International Islamic University Malaysia

First Edition, 2011
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Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.
Includes Index
ISBN

ISBN: 978-967-418-087-4

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM
(Malaysian Scholarly Publishing Council)

Printed by :
IIUM PRINTING SDN. BHD.
No. 1, Jalan Industri Batu Caves 1/3
Taman Perindustrian Batu Caves
Batu Caves Centre Point
68100 Batu Caves
Selangor Darul Ehsan

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ROLES OF KNOWLEDGE MANAGEMENT IN ENSURING THE QUALITY OF HIGHER EDUCATION

Aziz Ahmed Almaadeni, Muhammad Aydin and Mohamad Fauzan
Noordin

Abstract

Transformations that have occurred in the 21th century are large changes in the context of economic globalization and the spread of Information Technology and the Internet. Moreover the emergence of International Organization for Standardization(ISO), all of these have led to establish many societies in advance steps toward to enhance the quality of its products and services. Therefore, the quality and customer satisfaction has become a real concern for each economic organization aims to improve and wish to achieve appropriate market position and seek for stability and continuity.

12.1 Introduction

At the end of the 20th century the revaluations of Technology and Knowledge have produced set of concepts and approaches in the field of Public Administration, such as Re-Engineering Process, Restructuring, Total Quality Management, especially the improvement of Knowledge Management. And focus on putting the knowledge and skills acquired in the hands of workers at the real time and the appropriate form. to achieve higher levels of achievement. The Integrated and organized learning institution is that the concerted efforts to acquire scientific knowledge and practical specialized, and to