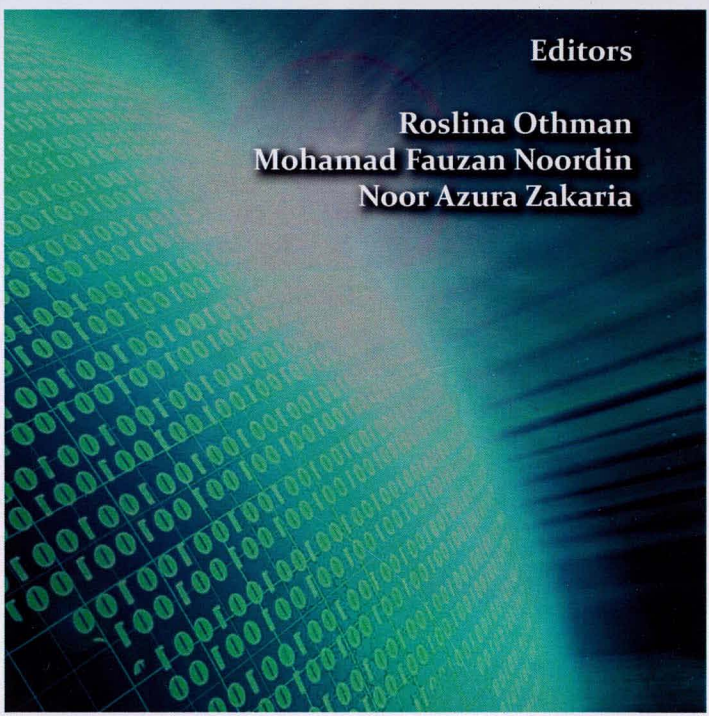
CASES IN KNOWLEDGE MANAGEMENT & INFORMATION RETRIEVAL



Editors

Roslina Othman
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Noor Azura Zakaria

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CASE 1: KNOWLEDGE MANAGEMENT BEST PRACTICES

Noor Azura Zakaria, Rohaimi Abdullah and Mohamad Fauzan Noordin

Abstract

Knowledge management implementation should be carried and implemented in the horizontal aspect in the organization. A comprehensive plan and strategy must be conducted to achieve long term success and deliver values to the company. A case provided in this chapter discusses about the best practices that have been employed by the Indian power company. A holistic approach has been employed to foster the successful of knowledge management implementation and achieved the targeted goals at once. The discussion on the holistic aspect of knowledge management strategy and framework is given associated with the best practices of the provided case.

1.1 Case of the NTPC in India

NTPC, the largest power company in India, was set-up in 1975 to accelerate power development in the country. It is among the world's largest and most efficient power generation companies. In the Forbes list of the world's 2,000 largest companies for 2007, NTPC occupies 411th position. It has diversified into hydropower, coal mining, power equipment manufacturing, oil and gas exploration, power trading, and distribution. NTPC is now in the entire power value chain and is poised to become an integrated power major. NTPC has set new benchmarks for the power industry both in the area of power plant construction and operations. NTPC has more than 30 years of accumulated knowledge, which emerged from the recommendations of the Disha Project conducted in 2004 for NTPC's transformation in consultation with AT Kearney (a MNC consulting company). NTPC developed and deployed an enterprise wide knowledge management portal "Lakshya" as a