

Leadership Procedure: Knowledge Sharing with Staff

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management, knowledge,
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The attention of quality management systems' specialists is drawn to the need of implementation the procedure for visiting departments by the management of organizations and carrying out personal communication with employees, not only as a control element for creating feedback in the system, but also for exchanging knowledge, that is necessary to achieve the goals of the organization.

We have proposed to implement the exchange of knowledge on the basis of a documented procedure that allows visualizing the goals, objectives, procedure for conducting and using the acquired awareness in further activities, both in relation to ongoing production processes and in relation to management processes.

We have revealed certain aspects of the implementation of the procedure for the exchange of knowledge between the management of the organization and employees of departments, based on dialogues in office premises and workplaces where work is carried out to manufacture products or provide services. The procedure for visiting the organization's management units and communicating with personnel at different levels of management is recommended to be periodically reviewed for suitability and constant improvement.

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