

Process Approach to Knowledge Management in a High-tech Enterprise

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Citation: Porsev K.I., Ivanova V.A. Process Approach to Knowledge Management in a High-tech Enterprise, *Kompetentnost' / Competency (Russia)*, 2021, no. 6, pp. 30–33.
DOI: 10.24412/1993-8780-2021-6-30-33

key words

management, knowledge creation
process, process approach,
management decisions

We consider knowledge management as one of the promising areas of management development in modern high-tech enterprises. The development of production, sustainable economic growth of enterprises, the introduction of innovations, etc., depend on the efficiency of knowledge management processes, however, a number of problems still remain in this area. Considering that the most promising application of the process approach to overcome them, we have built a diagram of the knowledge creation process in accordance with the requirements of GOST R ISO 9001–2015, analyzed the possibility of identifying the output of the knowledge creation process in the form of a management decision and established the possibility of considering the knowledge base as an element of the support system making these decisions. This suggests the possibility of further research related to the application of fundamental concepts and management methods to solve the problems of improving knowledge management processes at various stages of the product life cycle.

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