

List of Contributors	vii
1 Introduction	
<i>Elayne Coakes, Dianne Willis and Steve Clarke</i>	1
2 Knowledge Management: A Sociotechnical Perspective	
<i>Elayne Coakes</i>	4
Part 1 Know-Why	15
3 The Knowledge Management Spectrum: The Human Factor	
<i>Derek Binney</i>	17
4 Organisational Ability: Constituents and Congruencies	
<i>Göran Goldkuhl and Ewa Braf</i>	30
5 Managing Knowledge in a Knowledge Business	
<i>Vicki Scholtz</i>	43
6 Knowledge Dynamics in Organisations	
<i>Youngjin Yoo and Christian Ifvarsson</i>	52
Part 2 Know-What	65
7 Personality Type and the Development of Knowledge Evolution	
<i>Nigel Phillips and Keith Patrick</i>	67
8 The Importance of Individual Knowledge in Developing the Knowledge-Centric Organisation	
<i>Jonathan D. Pemberton and George H. Stonehouse</i>	77
Part 3 Know-Who	91
9 Managing Customer Knowledge: A Social Construction Perspective	
<i>Jimmy C.M. Huang and Shan L. Pan</i>	93
10 Facilitating Learning and Knowledge Creation in Community of Practice: A Case Study in a Corporate Learning Environment	
<i>Jessi Qing Yi</i>	105

11 Information Technology and Knowledge Acquisition in Manufacturing Companies: A Scandinavian Perspective <i>Fredrik Ericsson and Anders Avdic</i>	121
Part 4 Know-How	137
12 Methods for Knowledge Management Strategy Formulation: A Case Study <i>Christine Cuthbertson and John Farrington</i>	139
13 Knowledge Creation and Management: The Case of Fortum Engineering Ltd <i>Abdul Samad Kazi, Jari Puttonen, Mika Sulkusalmi, Pekka Välikangas and Matti Hannus</i>	153
14 Knowledge Requirement System (KRS): An Approach to Improving and Understanding Requirements <i>W. Al-Karaghoul, G. Fitzgerald and S. Alshawi</i>	170
15 Managing Tacit Knowledge in Knowledge-Intensive Firms: Is There a Role for Technology? <i>Elayne Coakes, Gill Sugden, Steve Russell, Jason-Phillip Camilleri and Anton Bradburn</i>	185
16 Conclusion <i>Elayne Coakes, Dianne Willis and Steve Clarke</i>	198
References	207
Index	219