

Abstract

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Achieving the Excellence Performance by using Knowledge Management and Innovation Framework

This paper focuses on how the College of Engineering at ABC (a pseudonym is given to mask the University's name) can achieve the quest of excellence by using the proposed Knowledge Management and Innovation Framework (KMIF). A previous work study by the researchers focusing on measuring Knowledge Management (KM) Enablers, KM Practices and Innovation revealed a moderate level of KM that is encouraging to propose a KMIF. That study focused on measuring personal perception and expectations for faculty staff about using the proposed KMIF. This paper contributes towards filling the gap between the previous work study results and using the proposed KMIF to achieve excellence and World Class University (WCU). The framework of this study is based on the idea of change and continuous improvement of all processes inside the College of Engineering to be more effective than its competitors. It was also based on getting feedback from stakeholders, self-assessment, benchmarking the final results achieved by the college of engineering with the higher ranks college, and hence, making the required changes to be on the road of the WCU. The study proved that the College of Engineering has significant opportunities for using the KMIF to achieve the quest of excellence.