

1. Record Nr.	UNINA9910136913903321
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Titolo	Daily knowledge valuation in organizations : traceability and capitalization // Nada Matta, Hassan Atifi, Guillaume Ducellier
Pubbl/distr/stampa	London, England ; ; Hoboken, New Jersey : , : iSTE : , : Wiley, , 2016 ©2016
ISBN	1-119-29215-8 1-119-29213-1
Edizione	[1st edition]
Descrizione fisica	1 online resource (181 p.)
Collana	Cognitive Science Series THEi Wiley ebooks
Disciplina	658.3124
Soggetti	Organizational learning Knowledge management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Table of Contents; Title; Copyright; Preface; 1 Daily Knowledge; 1.1. Knowledge; 1.2. Daily knowledge; 1.3. Individual versus collaborative knowledge; 1.4. Challenge to manage daily knowledge; 1.5. Conclusions; 1.6. Bibliography; 2 Traceability; 2.1. Traces; 2.2. Profiling approaches; 2.3. Traceability of information; 2.4. Traceability of knowledge; 2.5. Conclusions; 2.6. Bibliography; 3 Traceability and Structuring of Decision-making; 3.1. Decision-making; 3.2. Cooperative decision-making; 3.3. Conflict management; 3.4. Conflict types; 3.5. Traceability of design rationale 3.6. Integrating traceability in PLM tools 3.7. Conclusions; 3.8. Bibliography; 4 Classifications and Aggregation of Traces; 4.1. Classification; 4.2. Cooperative knowledge aggregation; 4.3. CKD classification algorithms; 4.4. Conclusions; 4.5. Bibliography; 5 Example of Traceability and Classifications of Decision-making; 5.1. Example of software design projects; 5.2. Example of PLM system design; 5.3. Example of ecodesign projects; 5.4. Conclusion; 5.5. Bibliography; 6 Communication, CMC and E-mail: A Brief Survey; 6.1. Introduction; 6.2. What is communication? 6.3. The pragmatics of interactions 6.4. Pragmatics and speech acts;

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Sommario/riassunto

One of the major challenges for modern organizations is the management of individual and collective knowledge, which is at the root of specific practices designed to optimize knowledge acquisition, maintenance and application. There are, however, still a disproportionately low number of studies focused on the structure and nature of knowledge. This book tackles the subject of daily knowledge: the knowledge related to everyday tasks. How does this knowledge present itself in the mind? How do we acquire and preserve it? To answer these questions, the authors explore a number of techniques which help to keep track of information produced in collaborative activity and extract knowledge by aggregating these traces.
