
Overview of a dedicated and comprehensive SME KM framework

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Résumé

Knowledge is vital for organizations. Knowledge Management (KM) is critical to the organization’s success. Although KM has been relatively well-studied in large organizations, Small and Medium-sized Enterprises (SMEs) receive less attention. SMEs face unique challenges and opportunities in implementing KM, particularly on resource constraints. A tailored SME KM framework is necessary. This article aims to give an overview of a dedicated and comprehensive SME KM framework, from knowledge acquisition and representation to exploitation, centered around four criteria: ”simple”, ”responsive”, ”collaborative” and ”adaptable”. For each component of the KM, we introduce a dedicated solution, together forming a comprehensive framework: (1) a knowledge acquisition process based on agility to facilitate knowledge acquisition, (2) a knowledge representation model based on semi-structured Knowledge Graph (KG) to enhance the knowledge accessibility and navigability, and (3) a knowledge exploitation process based on knowledge-relatedness Recommender System (RS) to ensure SMEs access relevant knowledge. This research was part of a thesis project conducted in collaboration with an SME, Axsens-bte, who has provided insights and practical experiences, contributing to the development of the proposed KM framework and highlighting its relevance in SME contexts.

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