Day : Monday   Time : 02:00 PM-05:00 PM
Date :31-01-2022   **W-22707-2021**   Max. Marks: 60

N. B.
1) **Q. No. 4** from section – I is compulsory.
2) Answer any **TWO** questions from Q.1, Q.2, Q.3 in section-I.
3) Answer any **TWO** questions from Q.5, Q.6, Q.7 in section-II.
4) All questions carry equal marks.
5) Answer to be written in the same answer sheet.

SECTION - I

Q. 1 **a)** Define the term "Knowledge". Explain significance of Knowledge Management. **(06)**

b) Explain the various techniques used to implement the knowledge. **(06)**

Q. 2 Explain Total Quality Management in reference with Knowledge Management. **(12)**

Q. 3 **a)** What are the success factors in implementation of Knowledge Management? **(06)**

b) Explain the role of Knowledge Management in Organizational Restructuring. **(06)**

Q. 4 Write short Notes on any **THREE** of the following **(12)**

a) E-commerce and Knowledge Management

b) Knowledge Management framework

c) Corporate Transformation

d) Supply Chain of Knowledge Management

e) Bench Marking and Knowledge Management

SECTION - II

Q. 5 How internet services are utilized as an IT component in the implementation of Knowledge Management process? **(12)**

Q. 6 A renowned hospital wants to design a Knowledge Management System which will assist in customer care and providing online service to patients. Formulate the Knowledge Management strategy for its implementation. **(12)**

Q. 7 ABC company decided to implement Knowledge Management System to its HR department. Illustrate the roadblocks to the success in this process of implementation. **(12)**

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