



IN THE REAL WORLD

Knowledge Management in the Field

One of the pioneers in the modern business knowledge management arena is the American Productivity and Quality Center (APQC). For several decades prior to APQC's 1995 Knowledge Management Symposium, held in conjunction with Arthur Andersen Companies, most KM work was conducted in academic laboratories. Much of this work was performed in specific areas. For example, throughout the 1980s, research in Knowledge Management in medicine was carried out in the Decision Systems Group at Harvard Medical School, with funding from the National Library of Medicine.

Today, many of the Fortune 1000 companies have ongoing KM projects aimed at general and specific business functions. A partial list of these companies includes:

Air Products & Chemicals Inc.	Union Pacific Railroad Company
Allstate Insurance Company	U.S. Census Bureau
Army Medical Department	U.S. Department of the Navy—Acquisition Reform Office
Bank of America	U.S. Department of Veterans Affairs
Best Buy	U.S. General Services Administration
BHP Billiton	U.S. National Security Agency
ChevronTexaco	U.S. Naval Sea Systems Command
Corning Inc.	U.S. Social Security Administration
Deere & Co.	World Bank
Dell Computer	Xerox
Department of National Defense, Canada	Xerox Connect
Intel Corp.	
Northrop Grumman	
Raytheon Company	
Schlumberger Oilfield Services	
Shell E&P	
Siemens AG	

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