

Script: The KMS Life Cycle

Opening

"GM everyone! Today, I'm going to talk about the Knowledge Management System (KMS) Life Cycle. It's a step-by-step process that organizations follow to manage knowledge, like how we share, store, and use it to solve problems and improve things."

Introduction

"Think of this cycle like a recipe—it has steps to take information and turn it into something useful for everyone in an organization. There are six steps in this process: Create, Capture, Refine, Store, Manage, and Share knowledge. Let's explore each step with simple examples."

1. Create Knowledge

"This is the first step where new ideas or methods are developed. For example, imagine a company inventing a faster way to deliver products. That's creating new knowledge! It can also mean learning from outside sources, like market trends or customer feedback."

2. Capture Knowledge

"Once the idea is there, it needs to be captured. This means writing it down or saving it somewhere. For example, a company could record its delivery method in a document or create a training video. The goal is to make the information easy to understand and find."

3. Refine Knowledge

"Next, the information is cleaned up and improved. For instance, if the delivery process has been tested, they might find ways to make it even faster or cheaper. They update the document or video with this refined process."

4. Store Knowledge

"Now that the knowledge is ready, it needs to be stored where people can access it. For example, the company might save the updated delivery method in an online knowledge base, like a shared folder or a company portal."

5. Manage Knowledge

"Over time, knowledge needs to be managed to stay useful. For example, if a new delivery method is invented, the old one might be outdated. The company regularly reviews and updates their knowledge base to keep it current."

6. Share Knowledge

"Finally, knowledge must be shared with the people who need it. For instance, delivery staff might attend a

quick training session or get an email with instructions on the updated process. The goal is to make sure everyone is on the same page."

Conclusion

"To sum up, the KMS Life Cycle helps organizations create, improve, and share knowledge to work smarter. It's like turning ideas into action! By following these six steps, companies can stay organized and successful."

Closing

"Thanks for listening! I hope this made the KMS Life Cycle clear. If you have any questions or want more examples, feel free to ask!"