

Department :MBA
Year & Semester : II /III SEM 2025-26
Sub Code & Sub Name :22MBA235C Knowledge Management

Unit-I

S.No	Part-A Questions
1.	Define Knowledge Management?
2.	What is Knowledge Dynamics?
3.	Write any two principles of Knowledge Management?
4.	Write any four benefits of knowledge management
5.	Explain why knowledge management

S.No	Part-B Questions
1.	Describe the scope and significance of knowledge management
2.	Describe the functions of knowledge management
3.	What do you understand by principles of knowledge management
4.	Explain the main features of knowledge management
5.	Explain the Role of knowledge management

Unit-II

S.No	Part-A Questions
1.	Differentiate any two Tacit knowledge and Explicit Knowledge?
2.	Define Technology Enablers?
3.	Give examples of Technology Enablers of KM?
4.	List the stage in Knowledge Management life cycle?
5.	What is knowledge sharing
6.	What is knowledge capital

S.No	Part-B Questions
1.	Examine the Essential elements of knowledge management
2.	Discuss about knowledge life cycle
3.	Explain the relationship between data, information and knowledge
4.	Write about classification of organizational knowledge
5.	Knowledge has a life-cycle. Do you agree? Explain
6.	Distinguish between explicit and tacit knowledge. Write a note on organizational knowledge processes.
7.	Explain the types of knowledge and components of knowledge capital.

Unit-III

S.No	Part-A Questions
1.	Define knowledge mapping
2.	List the stages in knowledge creation cycle
3.	What is CRM
4.	Define Leveraging on knowledge
5.	What is VVC
6.	Links in VVC
7.	What is knowledge capturing and storage

S.No	Part-B Questions
1.	Explain about knowledge creation cycle
2.	What is knowledge models and mapping? Discuss the role of knowledge mapping
3.	Discuss the knowledge creation process.
4.	There are several new imperatives with respect to KM what are they? Elucidate
5.	There are several knowledge capture techniques. Explain in detail
6.	Differentiate the market space and market space with examples
7.	Write types and challenges of CRM
8.	Explain the role of CRM

Unit-IV

S.No	Part-A Questions
1.	What do you meant by knowledge Technologies?
2.	Define KM Infrastructure?
3.	What is knowledge management tools
4.	Write about information architecture
5.	What do you meat by Blogs and Bloggings?

S.No	Part-B Questions
1.	Discuss about Personal knowledge management tools
2.	Examine various Technological components of knowledge management
3.	There is a significant role of technology in KM. Justify this statement
4.	Explain the differences between knowledge management tools and knowledge management techniques
5.	Illustrate KM systems through IT
6.	Explain the knowledge management technology enablers

Unit-V

S.No	Part-A Questions
1.	What are the KM implementation issues
2.	Define knowledge engineering
3.	Define futuristic knowledge management
4.	What is organizational restructuring
5.	What is Queing theory
6.	What is learning organization

S.No	Part-B Questions
1.	Discuss about the process of KM implementation
2.	Write a brief note about organizational restructuring
3.	Explain about the road block to success
4.	Discuss about knowledge engineering
5.	Discuss Peter Senge's learning organization and its utility in the current scenario
6.	Critically deduce the challenges faced in KM implementation. How can it be overcome