

# **A Framework of Knowledge Management Platform for Middle and Small Business**

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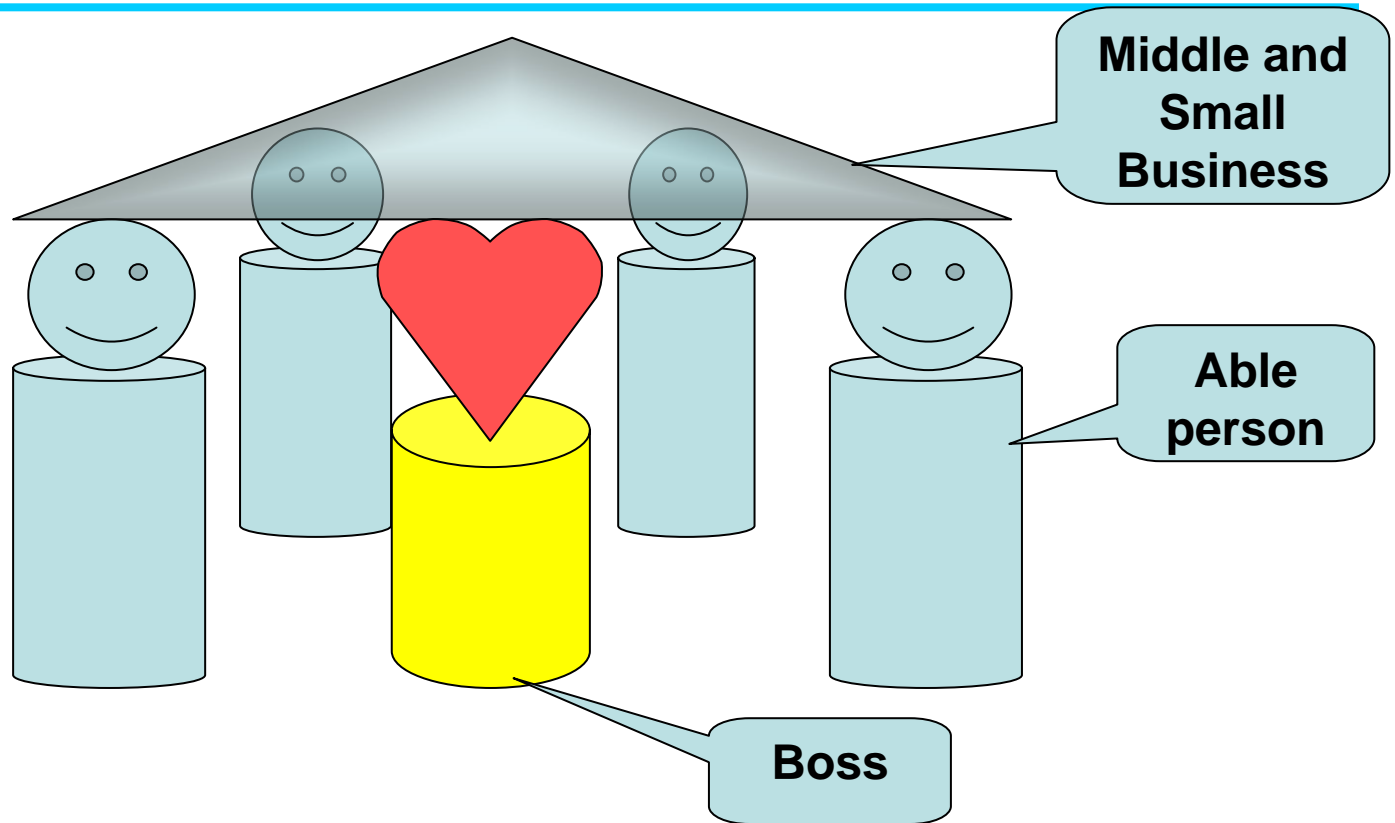
**Presented by Xingsen Li**



**中国科学院数据技术与知识经济研究中心**

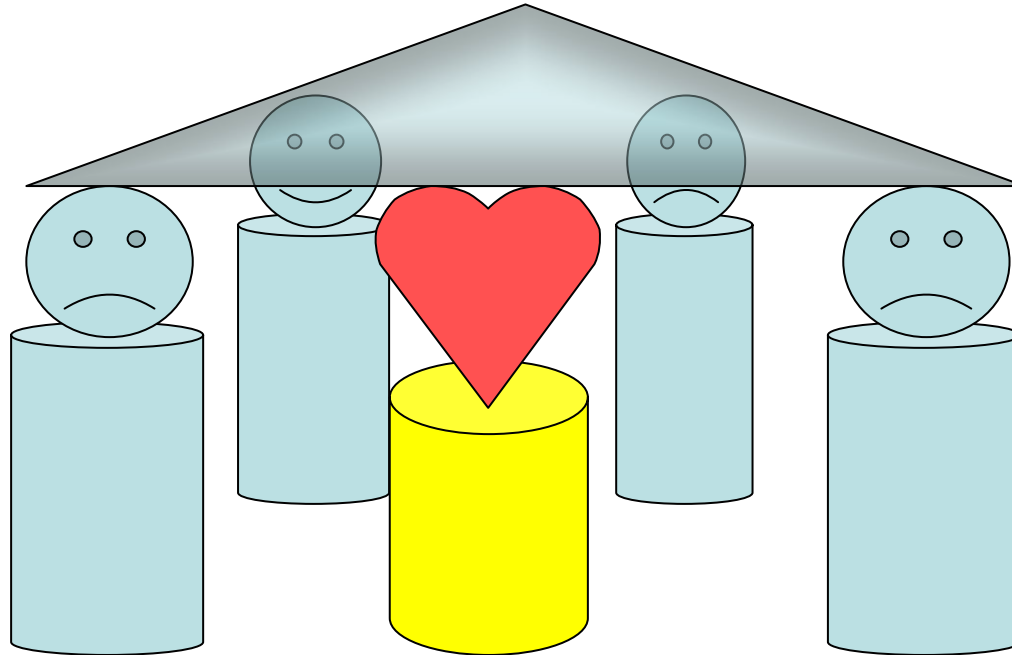
Research Center On Data Technology & Knowledge Economy, CAS

# Background



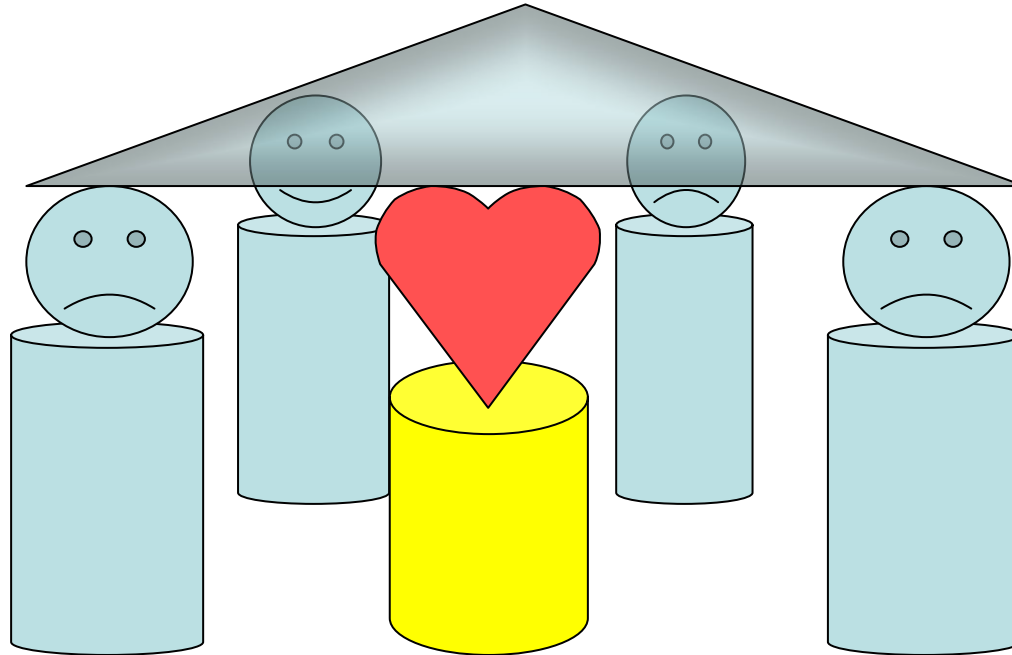
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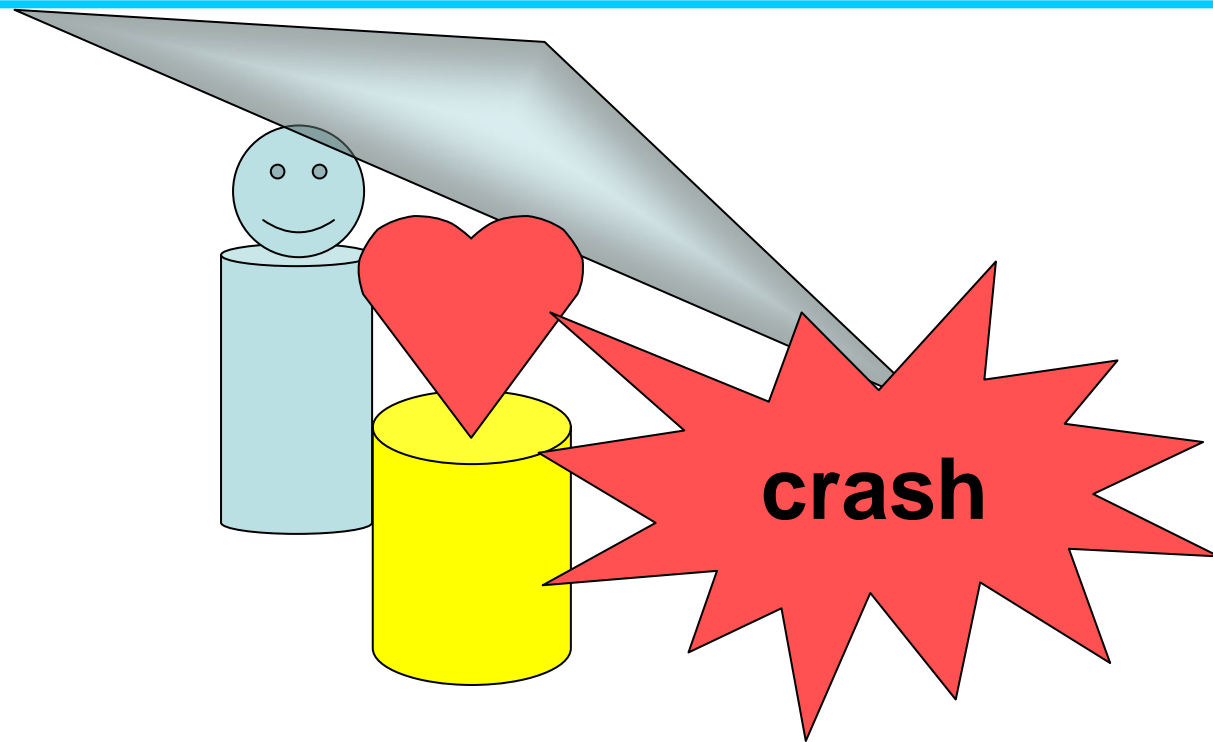


# Background

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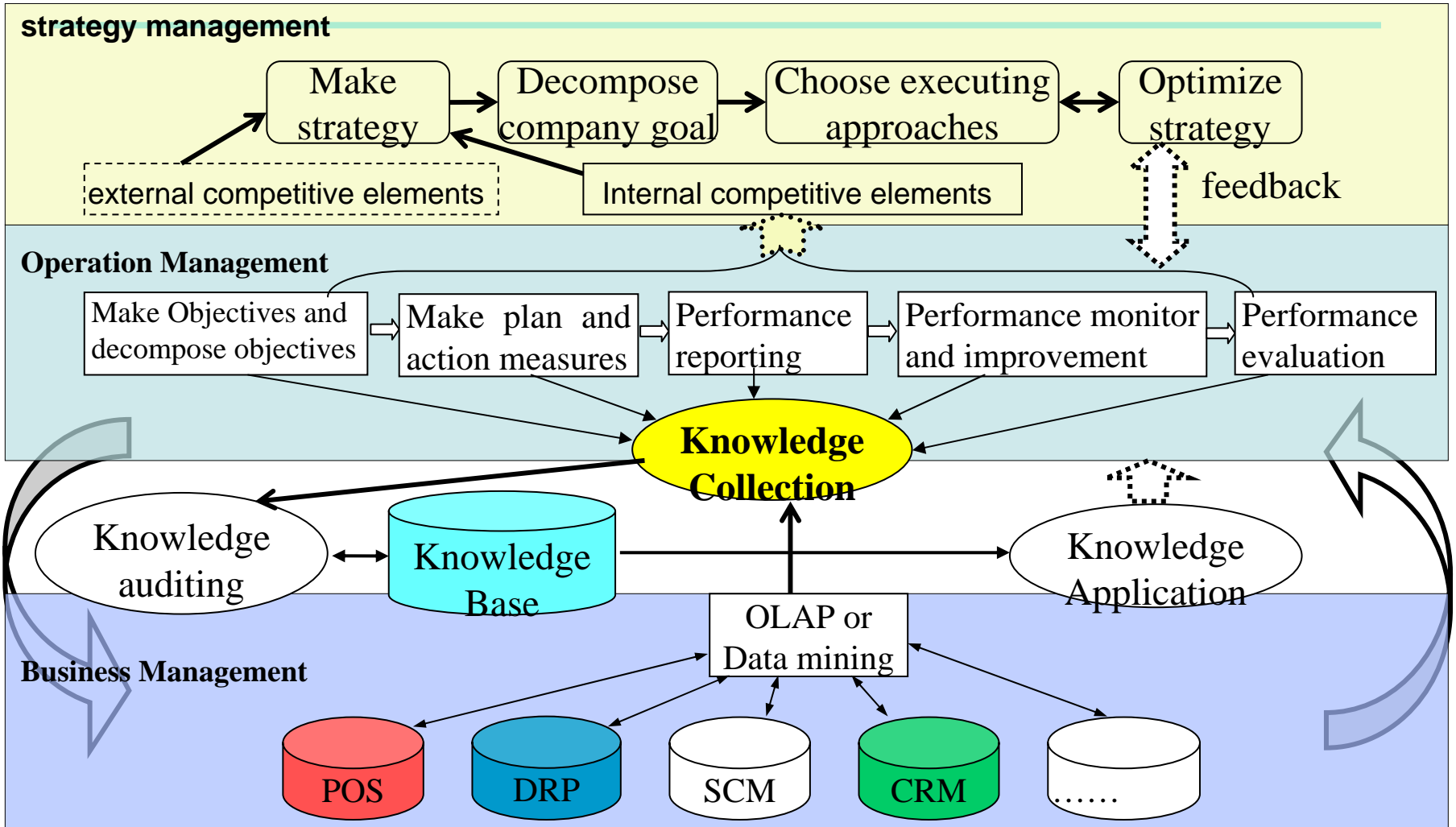


# Able Person problem

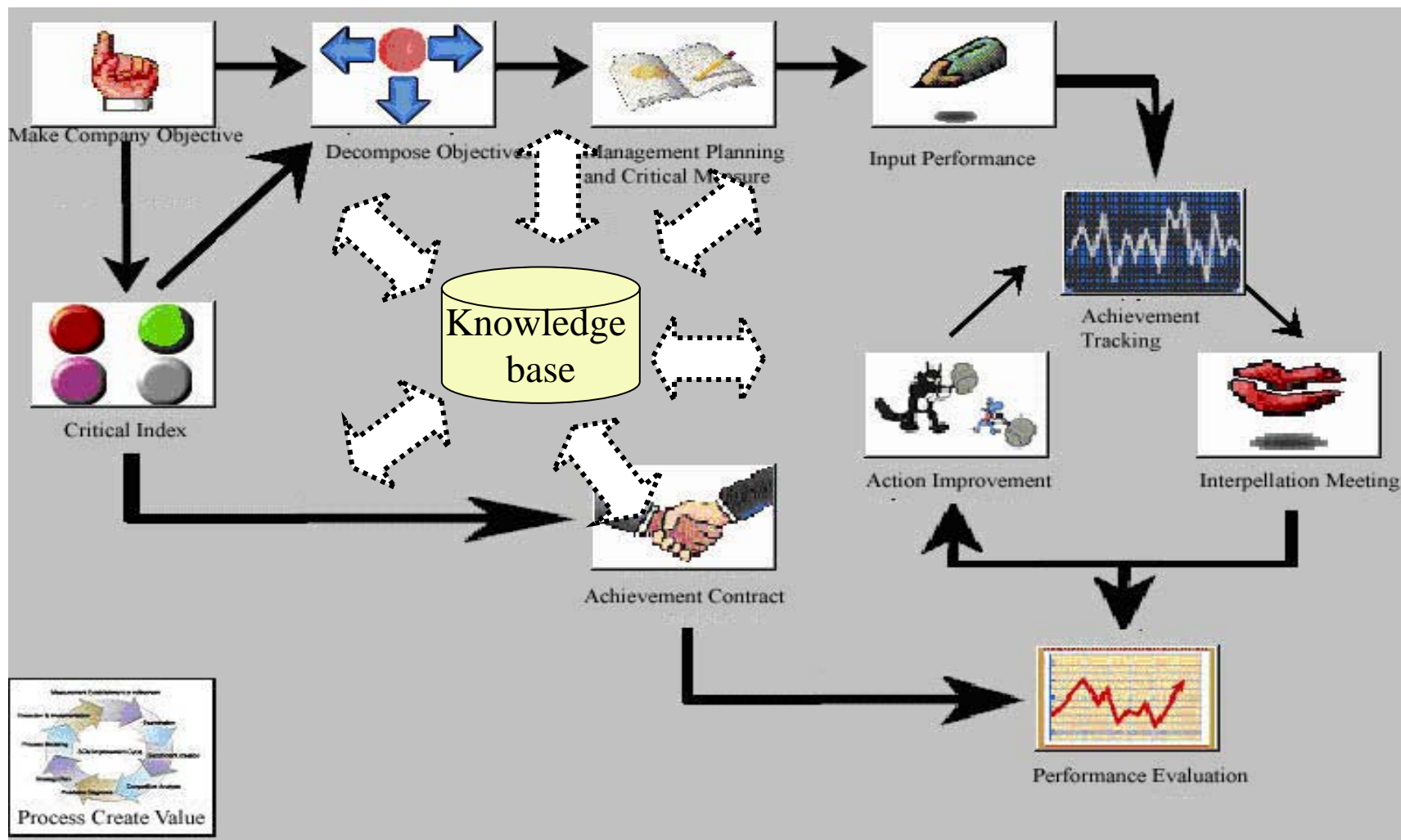


- A 1998's survey of European firms by KPMG Peat Marwick found that almost half of the companies reported having suffered a significant setback from losing key staff with 43% experiencing impaired client or supplier relations and 13% facing a loss of income because of the departure of a single employee

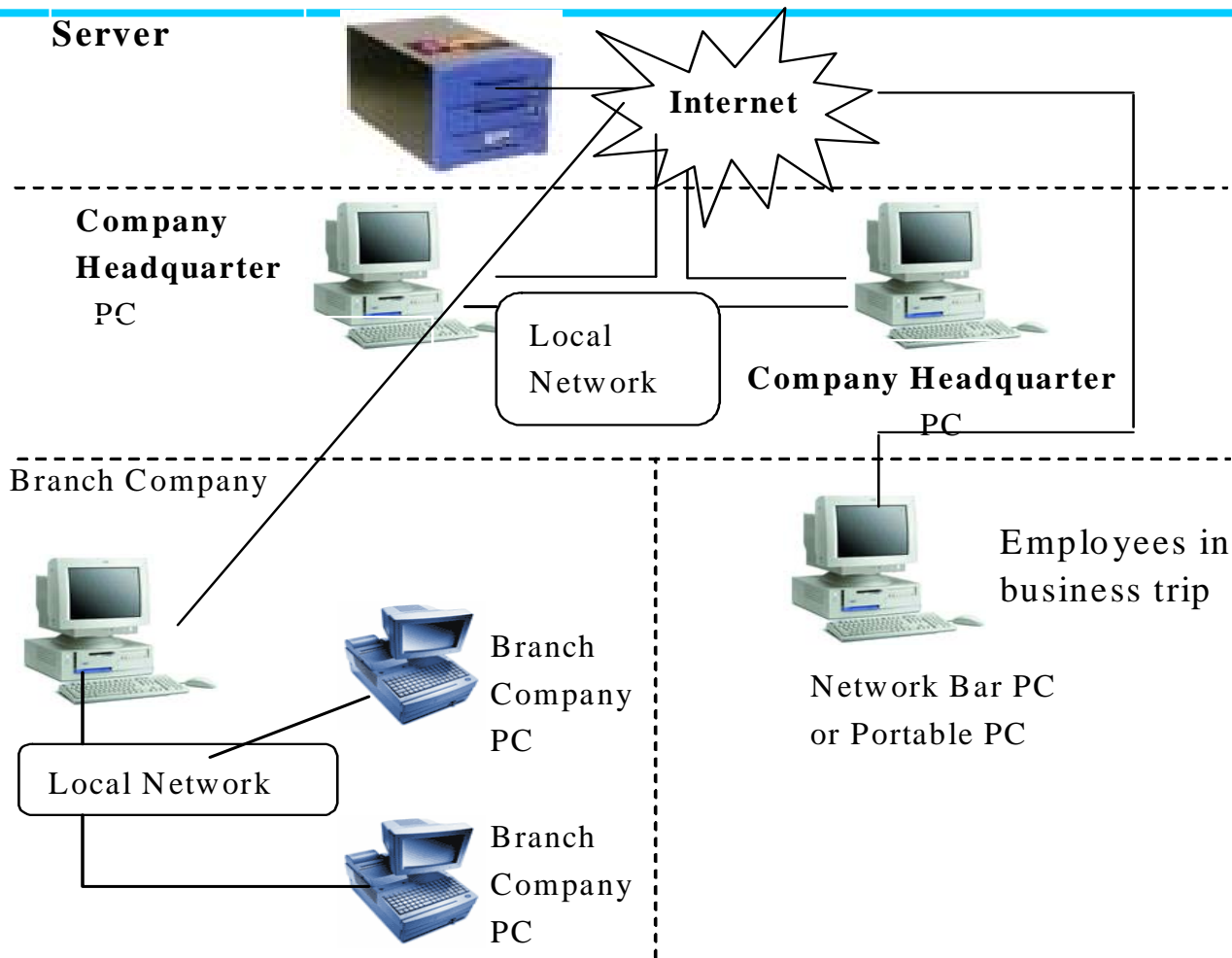
# Solutions



# Software Operation Flow Chart



# System Network





# Case study



# Case study

经营工作月度计划

经营工作月度业绩录入表

经营工作 2005 年 四 月份业绩 制表日期 05/04/15 状态 未审批 附件

本月主题 客户回访月

编制人 皖经理 所在部门 安徽公司 上级主管 总经理

本月任务 4R软件推进率(%):98.00;回款额(万元):50.00;利润(万元):5.00;销售数量(台):1.00;其它:0.00;

显示下级汇总业绩

周	4R软件推进率(%)	实际完成(个人)	回款额(万元)	实际完成(个人)	利润(万元)	实际完成(个人)
1	95.00	100.00	50.00	40.00	5.00	4.00
2	95.00	100.00	0.00	0.00	0.00	0.00
3	95.00	100.00	0.00	0.00	0.00	0.00
4	95.00	100.00	0.00	0.00	0.00	0.00
5	95.00	100.00	0.00	0.00	0.00	0.00
合计	95.00	50.00	5.00	1.00	0.00	

目标超额完成或未完成情况的原因分析

4R软件推进率(%)  
1、培训到位，学习积极性高  
2、对员工能力的培养有价值

回款额(万元)  
1、客户王海因施工费迟付，回款延到下月  
2、李明货款转为房屋投资，需密切关注，必要时采取措施2。

利润(万元)

销售数量(台)  
1、本月重在拜访客户，播下种子，成交是迟早的事。  
2、从客户价值出发劝阻一客户下月购买。

其它      竞争分析      市场分析      其它

工作重点完成情况分析

1、客户反馈意见很多，每日整理发出  
2、召开质询会议，研究回访反馈意见，制定措施。

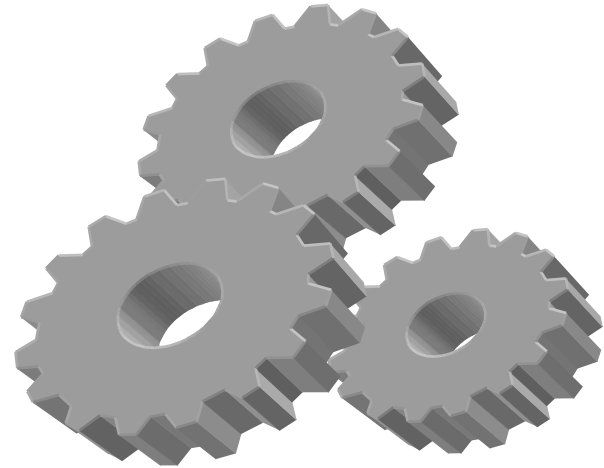
主管批示

填写审批意见(Q)    通过(P)    否决(B)    批示日期 / /

# Conclusions

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- 1) **Interactivity**
- 2) **High efficiency**
- 3) **Economy**
- 4) **Systematicality**

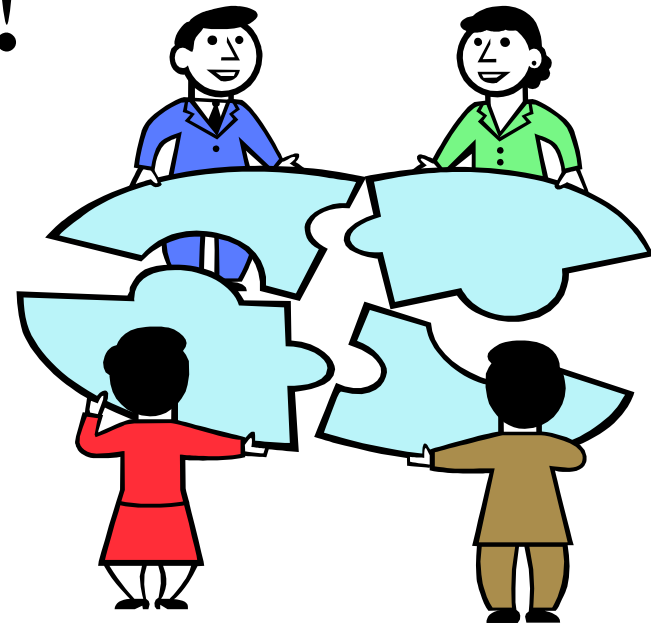


**Establish a systematic, standard and continuous operation platform that does not rely on able person, meanwhile accumulate company's knowledge database, and cultivate talent within the system.**

# Comments & Questions

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# Thanks !



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