

GUJARAT TECHNOLOGICAL UNIVERSITY**MBA Integrated - SEMESTER– VII EXAMINATION – WINTER 2021****Subject Code: 2577163****Date:04/12/2021****Subject Name: Knowledge Management****Time: 10:30 AM to 01:30 PM****Total Marks: 70****Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

- Q.1** (a) Describe The House of Quality Method and Balanced Scorecard **07**
- (b) Explain Knowledge Management System Life Cycle (KMSLC)
And stages of KMLSC **07**
- Q.2** (a) Explain The Wig KM Cycle **07**
- (b) Explain in detail different types of knowledge **07**
- OR**
- (b) Elaborate Future Challenges For KM **07**
- Q.3** (a) Explain The Zack KM Cycle **07**
- (b) Describe in detail Knowledge sharing systems **07**
- OR**
- Q.3** (a) Explain 10-step KM Road Map of Amrita Tiwana **07**
- (b) Explain in detail Knowledge application systems **07**
- Q.4** (a) Describe various Difficulties in Knowledge Management **07**
- (b) Explain in detail Knowledge capture systems **07**
- OR**
- Q.4** (a) Explain Data-Information-Knowledge-Wisdom relationship model (DIKW) **07**
- (b) Describe Knowledge Management in Manufacturing and service Industry. **07**
- Q.5** (a) Describe in detail Knowledge Leadership and different styles used by knowledge leader **07**
- (b) Discuss Forces driving KM **07**
- OR**
- Q.5** (a) Explain The McElroy KM Cycle **07**
- (b) Describe History and Significance of Knowledge Management **07**
