

# Building Organizational Knowledge in SME Sector of Surgical Goods Industry

By: Zaheeruddin Dar

## Knowledge

- The Sum of What is Known
- The Body of Truth, Information and Principles Acquired by Mankind
- The Fact of Condition of Knowing Something with Familiarity

## Process of Knowledge

- Acquiring a Body of Information
- Articulating in an Organized Manner
- Confirming the Validity of Knowledge
- Putting the Knowledge to Practice

## SMEs Need Knowledge

1. Sustainability
2. Growth
3. Value addition
4. Linkages in value chain

## Spheres of Knowledge Needs

1. Starting a Business Process
2. Regulatory Environment
3. Market Environment
  - Procurement
  - Sales
4. Financials
5. Human Resource
6. Production Processes

## Reservoirs of Knowledge

- Quality Management System
- Technical File
- Export Marketing Plan
- Financial Statements

## QMS Ingredients

1. All Stated Policies
2. Resource Management
3. Human Resource Management
4. Infrastructure, Technical and General Work Environment
5. Product Realization
6. CRM
7. Procurement System
8. Controls, Analysis, etc.
9. Feedback System
- 10.

## Technical File

1. Product Description
2. Raw Material and Component Documentation
3. Intermediate Product and Sub-Assembly Documentation
4. Final Product Documentation
5. Packaging and Labeling Documentation
6. Design Verification
7. Risk Management
8. Compliance with Essential Requirements and Harmonized Standards
9. Clinical Data
10. Record Keeping Procedures

## Export Marketing Plan

1. Product Analysis
2. Company Analysis
3. Market Analysis
4. Marketing Strategy
5. Reaching Out

## Financial Statements

- Cash Inflows
- Cash Outflows
- Cost Data
- Pricing Policy
- Investment Plans

# Organizational Knowledge

**Information is Power**

**Knowledge is Expertise**

**Practice is Success**

**Thank You.**