Enhancing Engineering Services with Integrated Proactive Knowledge Management Model

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Abstract

Knowledge management (KM) has become one of the most commonly adopted approaches to enhance the engineering services. However, the traditional KM methods suffered in their "reactive mode" of problem solving. This paper presents a newly developed integrated model, namely Integrated Proactive Knowledge Management Model (IPKMM), for "proactive mode" of KM that improves the drawbacks of the traditional approaches. The conceptual framework of the proposed proactive KM model is described. A leading engineering consulting firm of Taiwan was selected for case study to implement the proposed model. The KM performance of the proposed model is evaluated with a defined Business Intelligence Index (BII). It is found from the case study that the proposed IPKMM can significantly improve the efficiency of problem-solving capability and thus can enhance the engineering services for the engineering consulting firms.

Keyword：Engineering consulting, Knowledge management, Proactive problem-solving, Business intelligence.