

Processes to Manage Knowledge for High Growth Businesses

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EXTENDED ABSTRACT

Today's global economy requires chemical engineers to look for new ways that they need to work to address the sharing and transfer of knowledge across the world in new growing businesses. Engineers find themselves working with colleagues, suppliers, and customers in different countries, on new technologies or business opportunities. The ability to compress time and space is critical to success. Knowledge Management is a relatively new business discipline that provides improved ways to collaborate, manage ideas, transfer best practices, and apply what has been learned. This presentation will describe some of these new methods and provide examples of how they are being utilized by practitioners on current projects for effective global knowledge transfer and new business development.

Air Products is a leading global supplier of gases, chemicals and equipment to many of today's highest-growth markets, including electronics, performance materials, refinery hydrogen and energy, and healthcare. Founded in 1940, we are also a long-standing innovator supplying basic manufacturing sectors such as metals, glass and food processing. Air Products has operations in over 30 countries and is continually improving their work processes to create a boundary less culture for knowledge sharing and continuous improvement.

Fisher International, Inc. specializes in helping industrial companies make and implement decisions rapidly and effectively through the use of superior marketplace information. Founded in 1985, Fisher International has developed an expertise and set of tools that are unique in the world of industrial marketing. We deliver exceptionally high quality industrial information, practical software tools for using information and services for helping clients capitalize on available information. Fisher International has extensive experience solving business problems in the Forest Products industries by providing comprehensive data, decision support tools, and industry experience.

We will present approaches that Air Products and Fisher International have taken in their businesses. We will show examples and point out how these are applicable to new high growth business. In particular we will cover:

- Results of benchmarking studies on how others are using knowledge management to create value.
- An integrated framework for knowledge management with examples how it has functioned globally in different businesses, regions, and customer facing organizations.
- Tools that you can apply to make knowledge transfer processes highly efficient. These processes include data integrity, collaboration, ideation, best practice transfer, and learning.

- Communities and the role they serve to empower people in the knowledge management framework to create new ideas and knowledge to create new growth businesses.