



KMO 2010

Fifth International KMO Conference

Roles and challenges of knowledge management *in innovation for services and products*

**18-19th May, 2010
Veszprém, Hungary**

Knowledge is increasingly recognized as the most important resource in organizations and a key differentiating factor in business today. It is increasingly being acknowledged that Knowledge Management (KM) can bring about the much needed innovation and improved business performance in organisations. Knowledge management plays a crucial role in the development of sustainable competitive advantage through innovation whether in products or services. Although much has been written about product innovations, there is very little research in service innovation. The service sector now dominates the economies of the developed world. Service innovation is fast becoming the key driver of socio-economic, academic and commercial research attention.

One of the main drivers that shapes services and service organizations is the increasing intensity of knowledge in services, and the impact of information and communication (ICT) technologies on them. Because knowledge in knowledge-intensive services is typically located in product, service or both, it is important to collect, store, modify, update and distribute it in a way that would provide value for the clients.

Understanding knowledge as a key resource for innovation can be seen as a knowledge management problem. Although there are several perspectives on Knowledge Management, they all share the same core components, namely: People, Processes and Technology. Some take a technocentric focus, in order to enhance knowledge integration and creation; others adopt an organizational focus, in order to optimize organization design and workflows. Many take an ecological focus, where the important aspects are related to people interaction, knowledge and environmental factors as a complex adaptive system similar to a natural ecosystem.

The fifth International Conference on Knowledge Management in Organizations (KMO) aims at providing an international forum for authors to present and discuss research focused on the role of knowledge management for innovative solutions in industries, as well as to shed light on recent advances in knowledge-intensive service systems for organizations. The scientific objective of the conference is to identify challenging problems on the role of knowledge management on designing innovative product service systems, as well as to identify future directions research for the role of knowledge management in service innovation in academia and industrial sectors.

This conference calls for papers that offer provocative, insightful, and novel ways of developing innovative systems through a better understanding of the role that knowledge management plays.

Topics of conference include, but are not limited to:

- Knowledge creation and capture
- Knowledge representation
- Knowledge sharing
- Knowledge evaluation
- The role of knowledge management in organisations
- Cultural barriers that hinder effective knowledge management
- Keys to successful knowledge retention
- Knowledge Management in the cloud
- The impacts of Knowledge Management in the organisation
- Integrating Knowledge Management and Risk Management
- Tools and technology for knowledge management
- Knowledge Management in Government and Nonprofit organizations
- Creating Transparency with Knowledge Management
- Individual knowledge vs. organisational knowledge
- Theory of knowledge
- Knowledge Management in Libraries and Information Sectors
- Narratives, Stories and Anecdotes for Learning and Knowledge Transfer
- Copyright, Creative Commons and Ethical Issues in a Knowledge Economy
- Knowledge Management in Education
- Knowledge Management Tools and Techniques
- The role of Knowledge Management in tourism
- Knowledge Management in tourism
- Knowledge Management and Game Theory
- Knowledge Management and Collaboration
- Knowledge Networks and Ecologies
- Inter-organizational Knowledge and Information Flows between Organizations
- Collaborative Technologies and Cultures
- Measuring the Intangible Value of Collaboration
- Managing Knowledge for Global and Collaborative Innovations
- Knowledge Management for Social Change and Innovation
- Co-production of knowledge
- Using Knowledge Management programs to improve citizen services
- Knowledge-intensive services; Services as complex systems
- Service business models (in-sourcing, shared services, outsourcing, off-shoring)
- Service design and modelling; Service development and design processes
- Managing service delivery and operations
- Integrating structured and unstructured work IT service delivery systems
- Service innovation; Service supply chain management; Service value chain management
- Service risk management
- Privacy and security in services; Intellectual property issues in services
- Service level agreements
- Applying service design principles
- Evolution of Service Oriented Innovation/Value Networks
- Software as a service
- Customer care and call centre management services
- Service taxonomy, Service simulations; Self service
- Knowledge discovery and data mining in the service industry
- Knowledge management and knowledge capture in services
- Tourism services

Important dates

Submission of papers	February 18 th
Notification of Acceptance	March 4 th
Camera ready due	March 18 th
Early bird registration	March 18 th
Last registration	April 18 th
Conference	May 18-19 th

Conference Officials

Conference Chair

Lorna Uden, Staffordshire University, UK.

Program Chairs

Lajos Szabó, University of Pannonia, Hungary.

Program Committee

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