Guest editor’s introduction to the special issue
“Knowledge Management Technique”

Organizational knowledge has been recognized to be a principle source of competitive advantage. How should companies manage knowledge for innovation opportunities in the marketplace? This Special Issue attempts to investigate knowledge management techniques that can lead to an effective management of business knowledge. The five papers included in this Special Issue make distinct contributions here.

Viewing knowledge from a process perspective is often cited as the greatest need. Meta-data, a form of knowledge, is data about data. It is not a trivial task to put this meta-data into a form that makes it accessible to those who need it. To solve this codification problem, Choon Y. Lee proposes an information structure graph (ISG) to codify meta-data in the form of a direct graph. Interestingly, ISG include process-oriented data creation structures. His attempt to represent this process-oriented meta-data may lead to the better understanding of dynamic nature of knowledge.

Optimization has been considered key to the success of business operation. Optimization know-how has been formulated in the form of optimization models. Representing this model-related knowledge from scratch is difficult. Yong S. Chang and Jae K. Lee propose a flexible method that can improve the existing models. Their Unified Knowledge (UNIK) framework presents the optimization models in structured objects. This case-based modification method will be able to enhance the capabilities for the model repository.

Intelligent agents have been widely adopted for solving very complicated business problems. Hyung R. Choi, Hyun S. Kim, Byung J. Park, Young J. Park and Andrew Whinston implement an agent for scheduling effective order completion for electronic commerce. The work specifies and exemplifies with a prototype the design of knowledge sharing mechanism via Web environment. The result can help link companies using information technologies to overcome temporal and geographical barriers to collaborative knowledge sharing.

Knowledge about business environment is very important for strategically aligning companies with it. Systematic innovation may begin with the analysis of the sources of external new opportunities. Chih-Ping Wei and Yen-Hsien Lee develop a technique for detecting business events. Their extraction-based event detection (NEED) technique combine text categorization with information extraction to address the problems that are inherent in conventional feature-based techniques.

Appraising benefits from knowledge related activities has always been problematic. The lack of common techniques for disclosing and visualizing nonfinancial performance of knowledge may hurt all stakeholders. In the concluding paper of the issue, Jae H. Ahn and Suk G. Chang offer a methodology to link the contribution of knowledge to business performance indirectly. The authors attempt to relate knowledge to performance via its product and process as intermediaries. This work can lead to a further refinement of the systematic assessment of knowledge performance.

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