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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 44927-2024

Knowledge management systems - Requirements

知识管理体系 要求

(English Translation)

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document is modified to adopt ISO 30401:2018 "Knowledge management system requirements".

This document has the following structural adjustments compared to ISO 30401:2018.

--- Chapter 8 Operations is expanded to include operations planning and control (8.1), research and development (8.2), product/service provision (8.3), marketing (8.4), operational assurance (8.5).

The technical differences between this document and ISO 30401:2018 and their reasons are as follows.

--- Added normative references GB/T 19000, GB/T 23703.1 and GB/T 23703.2 (see Chapter 3) to enhance the implementation Usability;

--- Changed the definition of knowledge (see 3.25, 3.25 in ISO 30401:2018), and deleted the definition of skills (see ISO 30401.

2018, 3.30), added the definition of knowledge explicitness (see 3.34) to adapt to my country's national conditions;

--- Changed the content of the knowledge management system, and made the knowledge management system consist of knowledge development, knowledge transfer and transformation, and knowledge management promotion.

The components are changed to knowledge activities and knowledge management safeguards (see 4.4, 4.4 in ISO 30401:2018) to adapt to my country the actual situation

increases operability;

--- Added operational content (see Chapter 8, Chapter 8 of ISO 30401:2018), and provided operational plans for various types of organizations and control, research and development, product/service provision, marketing, and operational support to meet the actual situation in my country.

situation and increase operability.

The following minimal editorial changes were made to this document.

--- Incorporates the revised content of ISO 30401:2018/Amd1.2022, including interested parties, management system, correction, collaboration, key knowledge Terms and definitions for knowledge, lessons learned, pre-action review, knowledge management, knowledge cafe, knowledge management system, organizational culture (see 3.2, 3.4, 3.20, 3.23, 3.26, 3.27, 3.28, 3.29, 3.31, 3.32, 3.33), the outer margins of the clauses involved it is marked with vertical double lines (||);

--- Incorporated the amendments to ISO 30401:2018/Amd2.2024, the outer margins of the clauses involved are indicated by vertical Double lines (||) are marked;

--- Added informative references in 4.4.2, 4.4.3 and 4.5.

0.1 Purpose

At present, organizations are facing increasingly fierce competition in domestic and international markets, and new technologies represented by digital technology are constantly emerging.

It is a strategic resource that supports the survival and development of the organization, and strongly supports the organization's technological innovation, quality management, human resource development, and asset management.

Knowledge management is a key factor that determines the survival and development of an organization. Knowledge management aims at sharing, reusing and innovating knowledge.

It plans and manages activities such as creation, acquisition, storage, sharing, and application, thereby enhancing the organization's ability to develop and utilize knowledge resources.

The successful implementation of knowledge management requires a systematic approach to guide it, and there are many well-known obstacles to overcome, such as Often confused with information management; and many common misunderstandings about how to implement knowledge management, such as thinking that implementing knowledge management is simply by purchasing a software system, you can realize the value of knowledge management.

Each organization needs to carefully plan its knowledge management implementation

approach to reflect its unique business needs and operating environment.

Determine needs and expectations.

The purpose of this document is to establish principles and requirements for a generic knowledge management system.

- a) provide guidance to organizations looking to optimize the value of their knowledge;
- b) Serve as the basis for internal and externally recognized assessment bodies to conduct audit, certification, evaluation and accreditation.

0.2 The value of knowledge management

0.2.1 Promote sustainable development of the organization

In an environment of increasingly fierce market competition and technological change, organizations can no longer rely on the spontaneous dissemination and application of knowledge to keep up with the ever-changing. Instead, organizations need to acquire, integrate, share, apply and protect knowledge in a planned manner at a faster pace; establish a management system the system is solidified into the organization through organizational culture, knowledge base, business process, standard system, information and communication technology, etc., which helps to realize the organization sustainable development.

Today's workforce turnover and mobility have a significant impact on organizational knowledge management and business operations. In many organizations, key knowledge Often only held and/or retained by experts, knowledge is at risk of being lost when the organization changes or these experts leave;

When new employees are employed, the risks of intellectual property infringement may arise due to the restrictions on their original employers' occupations; and because knowledge is dispersed among different departments, positions and key personnel, as a result, knowledge cannot be effectively shared and applied.

This requires that the knowledge of product development, sales network, patent technology, business process, professional skills, etc. in the organization be treated as organizational assets.

Planning and management, development and utilization, and maintenance and protection.

0.2.2 Improve employee quality and work efficiency

The purpose of work is to produce valuable results, which come from the application of knowledge.

Each link of the work, such as improving business management level, product research and development capabilities, production and operation level, market development capabilities,