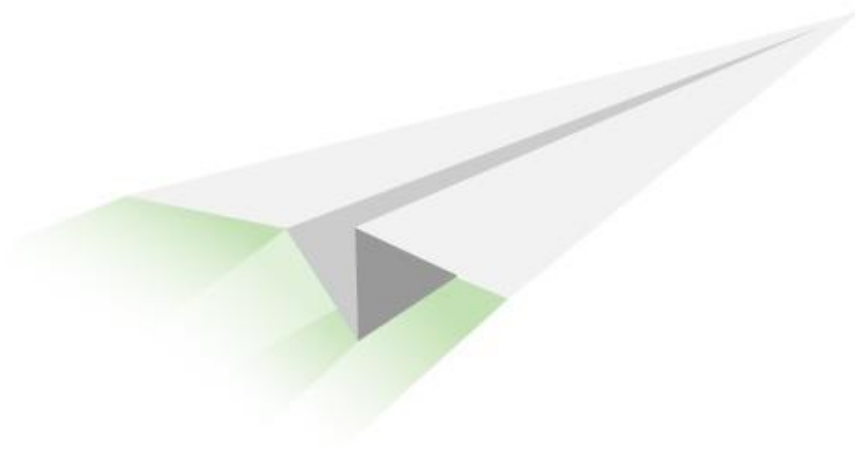


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KM Newsletter



ROM News



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- New Year's Resolutions - Knowledge Management Edition - [Link](#)
- Knowledge Management: 5 Steps to Getting It Right the First Time - [Link](#)

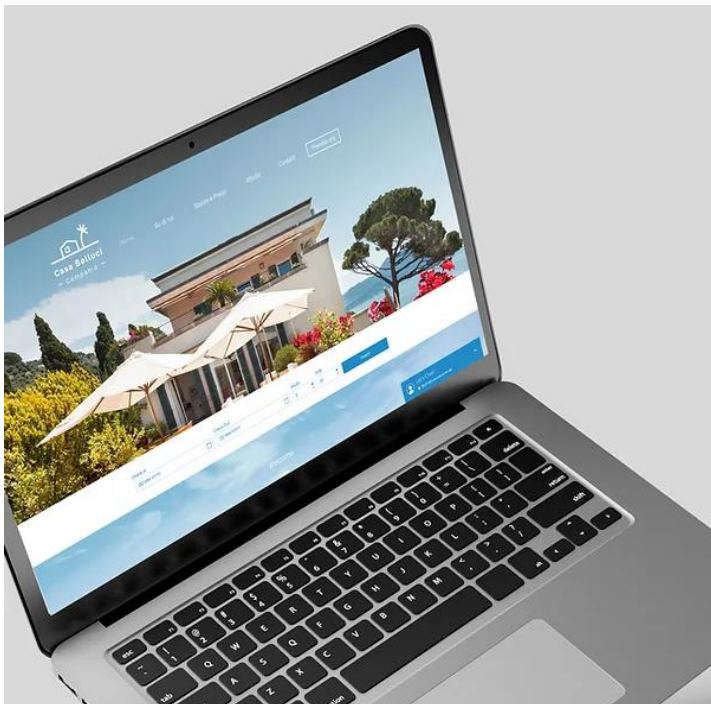
01

Root causes: what are they good for?

During the lessons learning activity, the team members should invest in finding the causes for the gap between the organization's predictions and reality. It is customary to attempt to reach the root causes at this point. Root causes are defined as the basic causes that led to the situation debriefed. Preventing the root causes would in effect prevent the whole situation from happening.



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02

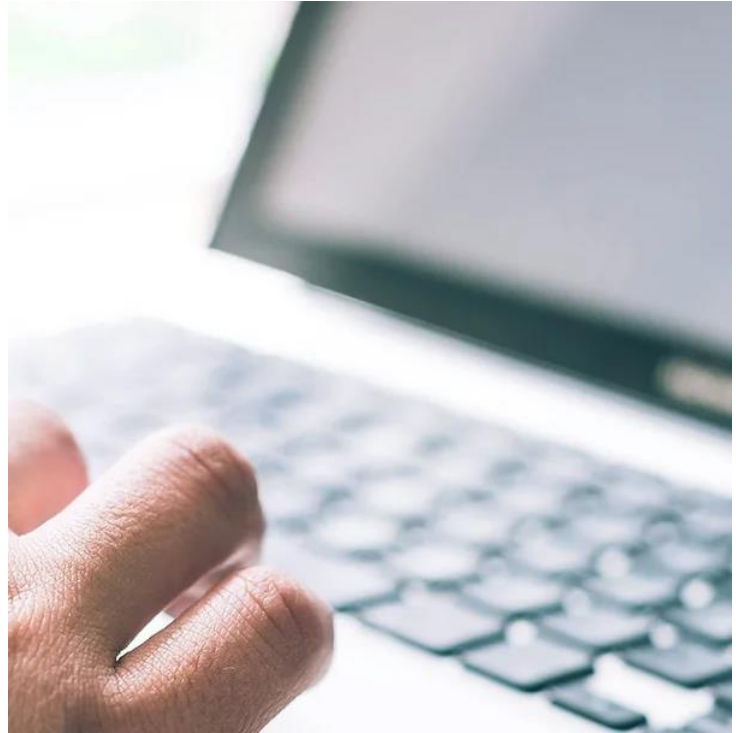
Internal Accessibility

With the click of a mouse, we receive endless information. Now that we have all this information, we must navigate through it and locate the relevant information within the page or document, in the shortest time possible.

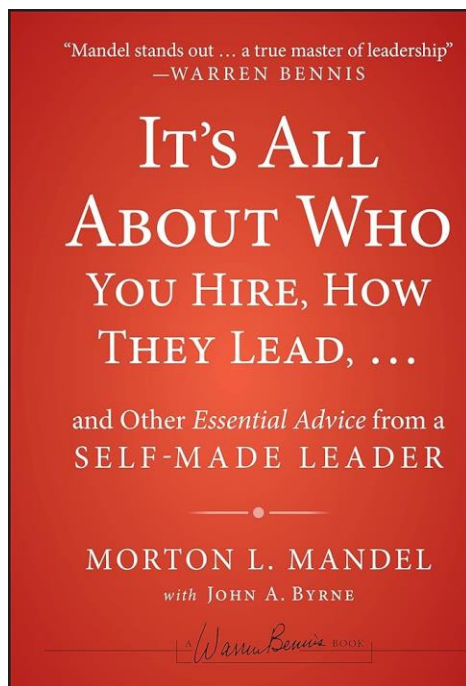
03

Tips and methods of requirement collection for Business Intelligence (BI) and Knowledge Management (KM) projects

Briggs' article provides tips for collecting requirements in BI/KM projects, emphasizing clarity, data management, and business value.



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04

The Secret Lies in People - Book review

"The Secret Lies in People" by Morton Mandel, a philanthropic leader, emphasizes people as the core of success. Mandel stresses hiring the best individuals, focusing on outstanding customer service, and striving for excellence in management. His philosophy extends to charitable giving, where he advocates making a meaningful impact. Mandel's book offers valuable insights into success and the importance of integrity, leadership, and philanthropy.