

Knowledge Management Systems

Name

Institutional Affiliation

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Modern business setting requires that organizations adopt technology solutions in all the levels of operations to enhance efficiency. On this note, innovation has become an important tool for relaying information not only within a business setup but also out of the organization. By definition, knowledge management systems refer to the information technology techniques that store, retrieve, and enhance data transformation across all the platforms of enterprise activities (Maier 2007). Consequently, the evolution creates a set-up of know-how that guides information flow at a minimized cost in a diversified business.

Problems Facing Canadian Tire

Canadian Tire has practiced ineffective communication strategies that have prevented data flow and proper business management. The existence of the organization's retail outlets across the United States requires comprehensive technical support in the enterprise management of the company (Plunkett 2008). In this regard, transmitting information through ancient platforms presented many setbacks, and communication breakdown became eminent in the firm due to an ineffective method of passing various messages. In addition, product catalogs used initiated misplacement of sensitive data that might have been necessary for future reference. Another problem facing Canadian Tire is delays in attending to customers' requests and inquiries. Thus, it is likely that the company has been swindled by its significant assets as a result of inadequate technological backup systems for its information.

How Knowledge Management Systems Improve Enterprise Leadership

Knowledge management systems are the optimal solution to the Canadian Tire predicament. Initiating know-how tools will enable the business to have an efficient channel of information flow from management to employees, customers, and dealers. Moreover, the human

resource department will be on an advanced platform where employees get the required manuals and orders to improve their working skills. According to Maier (2007), managing a large base of workers which are spread across all outlets demands a sophisticated system for keeping the records of the employees at all levels. Therefore, knowledge management systems will enhance the performance of the human resource and the sale departments of the Canadian Tire.

References

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