1. Aaker, David A., Kumar, V. and Day George S.; Marketing Research; John Wiley & Sons, 2007

2. Aamodt, Agner and Nygard, Mads; Different Roles and Mutual Dependencies of Data, Information, and Knowledge - An AI Perspective on their Integration; Data and Knowledge engineering, vol. 16, pp 191-222, 1995

3. AC Nielsen Report on business attractiveness, 2009

4. Ackerman, Mark S. and Hadverson, Christine A.; Reexamining Organizational Memory; Communication of the ACM v.43, n.1; pp 58-64; 2000

5. Ahmed, Pervaiz and Lim Kwang Kok; Learning through knowledge management; Butterworth-Heinemann, 2000


11. Bhat, Jyoti and Fernandez, Jude; Maturity of BPM in India: The Process Management Dimension; BPTrends, October, 2009


15. Bhowmick, Chandan and Chatterjee, Joydeep; Building competitiveness through world class workforce: The Tinplate Company of India
Limited: First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

16. Birkinshaw, Julian and Piramal, Gita; *Sumantra Gjosal on Management*; Prentice Hall, 2005


20. Brown, John Seely and Duguid, Paul; *The social life of information*; Harvard business school press; 2000

21. Brown, Mark Graham; *Knowledge management metrics*; Get it, Set, Move it, Prove it – Best practices of winning organizations; 2004


25. Continuous Knowledge-based Innovation at EDS; KM World, 2000

26. Covey, Steven R.; The 7 Habits of Highly Effective People; Free Press, 1989

27. Cox, Andrew M.; Reproducing knowledge: Xerox and the story of knowledge management; Knowledge Management Research and Practice; Vol. 5, pp 3-12; 2007


32. Desouza, Kevin and Awazu, Yukika; Integrating local knowledge strategies; KM review, vol. 8, issue 4, 2006
33. Desouza, Kevin C.; *New frontiers of knowledge management*; Palgrave MacMillan, 2005

34. Dinsoyr, Torgeir; *Impact of KM on medium sized software companies*; PhD Thesis, Norwegian University of Science and Technology; 2002

35. Dreyfus, H.; *What computers still can’t do*; New York, MIT Press, 1992

36. Drucker, Peter; *The new organization*; Wharton School, 1993


38. Elasaheb, M.S.; *A knowledge management framework for the telecommunication industry: the KMFTI model*, Libya; PhD Thesis, University of Salford, 2005


42. Fogelholm, John and Meittinen, Asko; **Human assessments and interconnections of modules of optimal industrial productivity steering system**; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

43. Frappaolo, Carl; **Implicit knowledge**; Knowledge management research & practice, vol. 6, pp 23-25, 2008


46. Gore, Al; **Nobel lecture**, December, 2007


49. Houdek, Frank, Schneider, Kurt and Weiser, Eva; **External experiments: a workable paradigm for collaboration between industry and academia**;

50. Hylton, Ann; **Build your knowledge audit awareness**; Training Manual of Dr. Ann Hylton, 2005


52. Jolly, Stellina and Jain, Amit; **E-governance to e-democracy**; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

53. Kamalavijayan, D.; **Information and Knowledge Management**; Macmillan India Ltd., 2005


55. Keats, John; **Poems**, 1817

57. KM at i-flex: From Quizzes to Surveys to Knowledge Repositories and Webcasts; DestinationKM, 2000


59. Kotler, Philip, Keller, Kevin Lane, Koshy, Abraham and Jha, Mithileswar; Marketing Management: A South Asian Perspective; Prentice Hall, 2009

60. Kumar, Ashish and Kumar, Arun; IT Based KM in Indian Higher Education System: Addressing Quality Concerns and Setting the Priorities Right; Journal of Knowledge Management Practice Vol. 7, No. 3, September, 2006

61. Land, Lesley Pek Wee, Land, Malcolm, Handzic, Meliha; Capturing Implicit Software Engineering Knowledge; Australian Software Engineering Conference, 2001

62. Lehaney, Brian, Clarke, Steve, Coakes, Elayne and Jack, Gillian; Beyond Knowledge Management; IDEA Group Publishing, 2004

63. Lin, Lu and Kwok, Leung; Challenges to KM at Hewlett Packard China; KM review, vol. 9, issue 1, 2006

64. MacIissac, Dan; An Introduction to Action Research, 1995

Management Philosophy: Journal of Knowledge Management Practice
Vol. 10, No. 4, December, 2009


67. Melnick, Blake; Using knowledge as a competitive differentiator at Atlantis Systems; KM review, vol. 9, issue 4, 2006


69. Milton, Nick; Filtering an organization’s critical knowledge; KM review, vol. 10, issue 1, 2007


71. Misra, D.C.; Ten guiding principles for knowledge management in e-government; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

72. Nagel, Arie Pier; Towards a more innovative company; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

74. Natarajan, Ganesh; *A KM maturity model for the software industry*; KM review, vol. 8, issue 1, 2005

75. Neill, James; *Delphi Study: Research by Iterative, Consultative Inquiry*; 2003


77. Nonaka, Ikujiro and Takeuchi, Hirotaka; *The knowledge creating company*; Harvard business review, 1995


79. Ohmae, Kenichi; *The Borderless World*; Profile Books, 2003


82. Peters, Tom and Austin Nancy; *A Passion for Excellence: The Leadership Difference*; Profile Books Ltd., 2003


84. Plato; *Justified true belief*; Socratic dialogues, 428BC-348BC

85. Polanyi, Michael; *The tacit dimension*; Ney York: Anchor books, 1967


87. Rajagopal, Sukumar, Jain, Sanyog and Narayanan, Venkat; *Router model of knowledge management*; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007


89. Rasooli, Pooya and Albadvi, Amir; *Knowledge Management in Call Centers; Electronic Journal of Knowledge Management*; January, 2006

91. Robertson, James; *Metrics for knowledge management and content management*; Step Two designs; 2003


93. Rohrbeck, Rene; *Technology scouting – a case study of the Deutsche Telekom Laboratories*; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

94. Seiner, Robert S.; *Business impact of knowledge management*; The database administration newsletter, 2002


96. Senge, Peter; *Learning Organizations*, 1990


99. Singh, Somdev and Induria, Ritu; Knowledge Management @ Bharti Airtel Limited, India; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007

100. Sinha, Neena and Sinha, R.K.; Building knowledge economy through national innovation systems; First International Conference on Knowledge Management for Productivity and Competitiveness, New Delhi, January, 2007


102. Smith, Peter A.C. and Sharma, Meenakshi; Rationalizing the promotion of non-rational behaviors in organizations; The Learning Organization, Vol. 9 issue 5, pp 97-201, 2002

103. Special report; KM strikes a marketing nerve; Knowledge Management, 2001
104. Stankosky, M., Baldanza, C.; A system approach to engineering a knowledge management system; Knowledge Management: The Catalyst for Electronic Government, Management Concepts, Vienna, VA


106. Stonier, Tom; Information and Meaning: An Evolutionary Perspective; Springer; 1997

107. Tan, Ngoh Tiong and Tan, Vicky; Work, Attitude, Loyalty; Today’s Manager; 2007

108. Taylor, Matthew; Harvesting knowledge from frontline staff; KM review, vol.8, issue 6, 2006


110. Thitithananon, Prayong and Klaewthanong, Tasapong; Knowledge management is a perfect education development tool: Is Thailand’s higher education really ready to embrace it?; Journal of Knowledge Management Practice, Vol. 8, No. 2, June, 2007

112. Tiwana, Amrit; The Knowledge Management Toolkit: Orchestrating IT, Strategy and Knowledge Platforms; Pearson Education, 2002


114. Walker, Simon; 12 steps to a successful KM program; KM Review, vol. 9, issue 4, 2006

115. Weaver, Barbara N. and Bishop, Wiley L.; The Corporate Memory; Wiley (New York); 1974


118. Yin, Robert K.; Applications of Case Study Research; Sage Publications, 1993

119. Young, Tom; Implementing a knowledge retention strategy; KM review, vol. 9, issue 5, 2006