

10th European Conference on Knowledge Management  
3-4 September 2009

Wednesday 2 September 2009				
18:30	Pre-Conference registration and welcome drink			
Thursday 3 September 2009				
09:00	Registration and coffee			
09:30	Room: Aula Magna Welcome from the conference chair: Ettore Bolisani			
09:40	Welcome from the Rector of the University of Padua: prof. Vincenzo Milanesi Welcome from the Assessor of Innovation of the Provincial Administration of Vicenza: Andrea Pellizzari			
09:50	Room: Aula Magna Keynote address: <b>Knowledge Management and Organisational Learning: Where Technology and Socialisation meet</b> <b>Ima Becerra-Fernandez, Florida International University, USA</b>			
10:45	Conference splits into streams			
	Room Aula Magna Stream A: How KM affects performance Chair -	Room N1 Stream B: Web 2.0 for Knowledge Sharing Chair -	Room N2 Stream C: Frameworks Chair -	Room B2 Stream D: KM in Higher Education Chair -
11:00	A Design Option for Optimising Knowledge Worker Expertise in a South African Shared Services Centre <b>Ramsay Mark</b> , Harmony Consulting, Maarten <b>Erasmus</b> , Aurecon Group and Nicolene <b>Barkhuizen</b> , University of Johannesburg, Pretoria, South Africa	Wikifailure: The Limitations of Technology for Knowledge Sharing <b>Garcia-Perez Alexeis</b> and Robert <b>Ayres</b> , Cranfield University, Shrirenham, UK	Knowledge Services: A Business Framework for Knowledge Management <b>Simard Albert</b> , John <b>Broome</b> , Malcolm <b>Drury</b> , Brian <b>Haddon</b> , Bob <b>O'Neil</b> and Dave <b>Pasho</b> , Natural Resources Canada	Challenges in Knowledge Sharing in Higher Education <b>Buckley Sheryl</b> and Paul <b>Giannakopoulos</b> , University of Johannesburg, Gauteng, South Africa
11:30	Building and Sustaining Competitive Advantages Through Knowledge Management <b>Eshafie-Mohamed Elham</b> , Keele University, UK and Cairo University, Egypt	Extended Architecture of Knowledge Management Systems with Web 2.0 Technologies <b>Antonova Albena</b> , Elissaveta <b>Gourova</b> and Nikolov <b>Roumen</b> , Sofia University, Bulgaria	Using a Four Layer Framework to Expose the Tacit Assumptions behind Business Processes <b>Ayres Robert</b> and Steve <b>Smith</b> , Cranfield University, UK	Intercultural Dialogue and KM in Romanian Higher Education: Case Study at the Bucharest University of Economics and at the Politechnica University of Bucharest Faculty of Engineering in Foreign Languages <b>Suciu Marta-Christina</b> , Maria <b>Darabant</b> , Mina <b>Ivanovici</b> , Bucharest University of Economics and Ana-Maria <b>Neagu Trocmaer</b> , Politechnica University of Bucharest, Romania (Case study)
12:00	Measuring the Effects of Knowledge Management Practices <b>Turner Geoffrey</b> , University of Nicosia, Cyprus and Clemente <b>Minonne</b> , Wissens-Management, Switzerland	Towards a Web 2.0 Scientific Publishing Industry <b>Cuel Roberta</b> , Diego <b>Ponte</b> and Alessandro <b>Rossi</b> , University of Trento, Italy (Case study)	A Conceptual Framework for the Application of QFD to Optimize Knowledge Management in the Field of Romanian Military Education <b>Cosma Daniela</b> , Vasile <b>Carutasu</b> and Daniela <b>Carutasu</b> , Nicolae Balcescu Land Forces Academy, Sibiu, Romania (Research-in-progress)	Knowledge Management Within the University Technology Transfer Process <b>Miller Kristel</b> , Sandra <b>Moffett</b> , Rodney <b>McAdam</b> and Michael <b>Brennan</b> , University of Ulster, Northern Ireland, UK (Research-in-progress)
12:30	Lunch			
Thurs 3 Sept	Room Aula Magna Stream A: KM and Intellectual Capital Chair -	Room N1 Stream B: Social Networks for Knowledge Sharing and management Chair -	Room N2 Stream C: KM in Industry Chair -	Room B2 Stream D: KM in Higher Education Chair -
13:45	Intellectual Capital Management Accreditation in Portuguese SMEs <b>Matos Florinda</b> and Albino <b>Lopes</b> , ISCTE Business School, Lisbon, Portugal	Knowledge Sharing with Online Social Networks <b>Shu Wesley</b> , Yu-Hao <b>Chuang</b> , Chia Sheng <b>Lin</b> , National Central University, Taiwan, ROC	Knowledge Acquisition of Routine Design Problems in Industrial Settings <b>Olthof Marco</b> , Juan <b>Jauregui-Becker</b> , Hans <b>Tragter</b> and Fred <b>van Houten</b> , University of Twente, Enschede, The Netherlands (Case study)	BIWiki – Using a Business Intelligence Wiki to form a Virtual Community of Practice for Portuguese Master's Students <b>Neto Miguel</b> , ISEGI and Ana Maria <b>Correia</b> , Instituto de Apoio as Pequenas e Medias Empresa e a Inovacao, Lisbon, Portugal
14:15	Sectorial Differences in Knowledge Management Application in Hungarian Enterprises <b>Fodor Peter</b> and András <b>Vajkai</b> , University of Pécs, Hungary	Concept Definition in Knowledge Management: The Development of an Organisational Memory Scale <b>Dunham Annette</b> and Christopher <b>Burt</b> , University of Canterbury, Christchurch, New Zealand	Knowledge Management and the UK Car Manufacturing Industry: Preliminary Study Survey <b>Ibrahim Fahmi</b> and Vivien <b>Reid</b> , Glasgow Caledonian University, UK	Monitoring Students Learning Networks Dynamics in Higher Education <b>Secundo Giustina</b> and Francesca <b>Grippa</b> , University of Salento, Italy (Case study)
15:00	Methods and Tools of a Web-based Knowledge Impact and IC Reporting Portal <b>Neumann Gaby</b> , Otto-von-Guericke University of Magdeburg, Germany and Eduardo <b>Tomé</b> , Universidade Lusitana de Famacão, Portugal	Project Team's Internal and External Social Networks and Their Influence on Project Performance <b>Liang Chen</b> , Shanghai Jiaotong University, China, Anna <b>Wiewiora</b> , Guy <b>Gable</b> and Bambang <b>Trigunaryah</b> , Queensland University of Technology, Australia (Research-in-progress)	Linking Unlearning with Innovation Through Organizational Memory <b>Cegarra-Navarro Juan-Gabriel</b> , Universidad Politecnica de Cartagena, Gabriel <b>Cepeda-Carrion</b> , Universidad de Sevilla and Daniel <b>Jimenez-Jimenez</b> , Universidad de Murcia, Spain	Creating an Environment to Promote Knowledge Transfer from Universities <b>Bonser Richard</b> , University of Reading, UK
15:30	Refreshments Poster contributors will stand by their posters			
Thurs 3 Sept	Room "Aula Magna" Stream A: Human aspects of KM Chair -	Room N1 Stream B: Social Networks for Knowledge Sharing and management Chair -	Room N2 Stream C: Technical Chair -	Room B2 Stream D: Communities Co Chairs -
16:00	Knowledge Leaders: Key Players in the Knowledge Creating Organisation <b>Cairó Osvaldo</b> , Diego Alonso and Alfredo Hernandez, ITAM, Mexico	Is the Emergence of Social Software a Source of Knowledge Management Revival? <b>Arntzen Bechina Aurelie</b> , Aurilla, Buskerud University College, Norway and Vincent M. <b>Ribiere</b> , Bangkok University, Thailand	Ways of Knowing: The Effect of Data Structures on Epistemology <b>Kelkar Amit</b> , University of Sydney, Australia	Supporting Knowledge Management in Project Settings: The Role of Knowledge Oriented Groups <b>Monica De Carolis</b> and Saverino <b>Verteramo</b> , University of Calabria, Rende, Italy
16:30	Which Personal Values are Most Relevant to Knowledge Development through e-Learning? Insights from a Delphi Study <b>Haag Markus</b> , Yanqing <b>Duan</b> and Brian <b>Mathews</b> , University of Bedfordshire, Luton, UK	Limitations of Network Analysis for Studying Efficiency and Effectiveness of Knowledge Sharing <b>Ignacio Renato</b> , Remko <b>Helms</b> , Sjaak <b>Brinkkemper</b> , Utrecht University and Ard <b>Zonnveld</b> , Unit4Agresso, Slidrecht, The Netherlands	Near-Duplicate Detection Based on Text Coherence Quantification <b>D'hondt Joris</b> , Paul-Armand <b>Verhaegen</b> , Joris <b>Vertommen</b> , Dirk <b>Cattrysse</b> and Joost <b>Duflou</b> , Centre of Industrial Management, Heverlee, Belgium	Trust Me; Its for your own good! The Problem of Systematising Personal Relationships <b>Adelstein Jennifer</b> , International College of Management, Sydney (ICMS) Australia
17:00	Humanistic Knowledge Management Perspective – The Case of Croatia <b>Poloski Vokic Nina</b> and Maja <b>Vidovic</b> , University of Zagreb, Croatia	A Knowledge Management Case Study in Partnership and Relationship Impact: Towards a First Class Third Sector <b>Manville Graham</b> , University of Southampton, Martyn <b>Polkinghorne</b> and Nick <b>Petford</b> , Bournemouth University, Poole, UK (Case study)	Simulation of Knowledge Management Processes in Multi-Agent Systems <b>Georgieva Lilia</b> and Imran <b>Zia</b> , Heriot-Watt University, Edinburgh, UK	Find Documents? No, Find people! How to Create Effective People Findability in Large Organisations <b>Dalen Jorgen</b> and Anne <b>Zanussi</b> , Halogen AS, Oslo, Norway (Case study)
17:30	Close of the Conference day			
18:15	Buses leave for the Conference Dinner at Villa Cordellina			
22:00	Buses return from the conference dinner to the Continental and De La Ville Hotels			

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09:50	Room: Aula Magna Keynote address: <b>Knowledge Management and Organisational Learning: Where Technology and Socialisation meet</b> <b>Irma Becerra-Fernandez, Florida International University, USA</b>			
10:45	<b>Conference splits into streams</b>			
	Room B3 Stream E: Innovation Chair -	Room B4 Stream F: Risk Co Chairs -	Room B5 Stream G: Knowledge Leadership and management Chair -	Room - SR (Sala Riunioni) Stream H: Mini track on Formal Modelling Co Chairs: Ettore Bolisani and Enrico Scarso
11:00	Making the Development of Technological Innovations More Efficient: An Exploratory Analysis in the Biotechnology Sector <b>García-Muñia</b> Fernando, Eva <b>Pelechano-Barahona</b> , Rey Juan Carlos University and José Emilio <b>Navas-López</b> , Complutense de Madrid University, Spain	Decision Mechanisms in Situations of Risk versus Situations of Positive Emotions <b>Bouleanu</b> Elena Luminita, Lucian Blaga University of Sibiu, Iulian <b>Bouleanu</b> , Radu <b>Mitran</b> and Anca <b>Dinicu</b> , Land Forces Academy, Sibiu, Romania	Trust in Organisational Knowledge Processes <b>Biomqvist</b> Kirsimarja, Lappeenranta School of Business, University of Technology, Finland	From Data to Knowledge Objects: Ontological Considerations with Inputs from the Public Health Domain <b>Pozza</b> Giandomenico, Licia <b>Ravarotto</b> , Istituto Zooprofilattico Sperimentale delle Venezie and Stefano <b>Borgo</b> , ISTC-CNR, Italy
11:30	The Role of Knowledge Management in Cultivating Technology Innovation and Entrepreneurship <b>Hsiao</b> Amy, Memorial University of Newfoundland, St Johns, Canada	Increasing Awareness of Disasters by Knowledge Management with Intelligent Agents <b>Zaharia</b> Mihai, Florin <b>Leon</b> and Gabriela <b>Atanasiu</b> , Technical University of Iasi, Romania	The Design and Implementation of a KM System Meant to Optimise the Selection of Human Resources able to Operate in the Modern Battlefield <b>Carutasu</b> Vasile, Daniela <b>Cosma</b> and Daniela <b>Carutasu</b> , Nicolae Balcescu Land Forces Academy, Sibiu, Romania	Modeling the Transfer of Knowledge Between Organizations: A Critical Review of the Current Literature <b>Scarso</b> Enrico, DGT-University of Padua, Vicenza, Italy
12:00	Integrating Knowledge and Innovation through Practice Based Thinking: Early Findings from an SME Case Study <b>Bibikas</b> Dimitris, South East European Research Centre, Alexandros G. <b>Psychogios</b> , International Faculty of The University of Sheffield, Iraklis <b>Paraskakis</b> , South East European Research Centre, Greece and Ana C. <b>Vasconcelos</b> , University of Sheffield, UK (Case Study)	People, Technology, Processes and Risk Knowledge Sharing <b>Rodriguez</b> Eduardo, Aston Business School EDC, Ottawa and IQAnalytics, Canada and John <b>Edwards</b> , Aston Business School, UK	The Challenge of Knowledge Management in SMEs: Findings from an Empirical Study <b>Esposito</b> Emilio, University of Naples Federico II, Pietro Evangelista, IRAT-CNR, Naples, Vicenzo <b>Lauro</b> , University of Bergamo and Mario <b>Raffa</b> , University of Naples Federico II, Italy (Research-in-progress)	A Framework for Assessing Commensurability of Semantic Web Ontologies <b>Magee</b> Liam, RMIT University, Melbourne, Australia (Research-in-progress)
12:30	<b>Lunch</b>			
Thurs 3 Sept	Room B3 Stream E: KM in the Health Sector Chair -	Room B4 Stream F: Risk and Security Co Chairs -	Room B5 Stream G: Collaboration and sharing Chair -	Room SR (Sala Riunioni) Stream H: Mini track on Formal Modelling Co Chairs: Ettore Bolisani and Enrico Scarso
13:45	Process Modeling and Knowledge Transfer in Healthcare <b>Salassa</b> Fabio, Politecnico di Torino, Carlo Enrico <b>Carcangiu</b> , Università degli Studi di Cagliari, Carlo <b>Rafele</b> , Politecnico di Torino and Maria Teresa <b>Pilloni</b> , Università degli Studi di Cagliari, Italy	Managing Risks in Crowdsourcing Innovation: An Action Research in Progress <b>Sousa</b> Lieda, Isabel <b>Ramos</b> , University of Minho, Portugal and Jose <b>Esteves</b> , IE Business School, Madrid, Spain	Knowledge Manipulation in Inter-Organisational Networks: A New Role for Brokers <b>Kirkbesoglu</b> Erdem and Mustafa <b>Sagsan</b> , Baskent University, Ankara, Turkey	Lexical Knowledge Extraction: An Effective Approach to Schema and Ontology Matching <b>Po</b> Laura, Serena <b>Sorrentino</b> and Sonia <b>Bergamaschi</b> , University of Modena and Reggio Emilia, Italy
14:15	Modelling and Mapping Tools to Help Communication and Knowledge Sharing in New Hospital Projects <b>Kajmakoska</b> Biserka, Maria Franca <b>Norese</b> and Elisa <b>Dalmasso</b> , Politecnico di Torino, Italy	Security Awareness: A Knowledge Management Problem <b>Lupianna</b> Dennis and Deirdre <b>Lawless</b> , Dublin Institute of Technology, Ireland	Managing Incompatible Impacts of Organizational Values on Knowledge Sharing <b>Ghobadi</b> Shahla and Farhad <b>Daneshgar</b> , University of New South Wales, Australia (Case study)	A Differential Game for Supply Chain Collaboration on Knowledge Accumulation and Management <b>De Giovanni</b> Pietro, ESSEC Business School, Cergy Pontoise, Paris, France (Case study)
15:00	Role and Practical Solutions of Knowledge Management in the Hungarian Pharmaceutical Industrial cluster <b>Vajkai</b> András and Péter <b>Fodor</b> , University of Pécs, Hungary	Knowledge Seeking in KM - Towards an Adapted KM Cycle <b>Lai</b> Han, and Margaret <b>Graham</b> , Northumbria University, Newcastle-upon-Tyne, UK	Collaborative Knowledge Management as an Activator of Entrepreneurship <b>Farahzadi</b> Sayyed Hadi and Narges <b>Imanipour</b> , University of Tehran, Iran (Research-in-progress)	Analysis-Oriented Decomposition of Design Processes <b>Schotborgh</b> Wouter, Frans <b>Kokkeler</b> , Hans <b>Tragter</b> and Fred <b>van Houten</b> , University of Twente, Enschede, The Netherlands
15:30	<b>Refreshments</b> <i>Poster contributors will stand by their posters</i>			
Thurs 3 Sept	Room B3 Stream E: KM Planning Co Chairs -	Room B4 Stream F: Knowledge Leaders Chair -	Room B5 Stream G: Knowledge creation and creativity Chair -	Room N3 Stream H: Mini track on Formal Modelling Co Chairs: Ettore Bolisani and Enrico Scarso
16:00	Knowledge Valuation Management System - Design of a Holistic System for Strategic Knowledge Planning <b>Schorcht</b> Hagen, Volker <b>Nilsen</b> and Mathias <b>Petsch</b> , Ilmenau University of Technology, Germany	Knowledge Sharing Investigation: What is the Knowledge Sharing of Managers Like? <b>Gaal</b> Zoltan, Lajos <b>Szabo</b> , Nora <b>Obermayer-Kovacs</b> , Zoltan <b>Kovacs</b> and Aniko <b>Csepregi</b> , University of Pannonia, Hungary	Do Problem Solving, Critical Thinking and Creativity Play a Role in Knowledge Management? A Theoretical Mathematics Perspective <b>Giannakopoulos</b> Paul and Sheryl <b>Buckley</b> , University of Johannesburg, Gauteng, South Africa (Case study)	Formalising Knowledge as a Measurable Economic Asset: An Inter-disciplinary Approach <b>Bolisani</b> Ettore, University of Padua and <b>Alessandro</b> Oltramari, ISTC-CNR Trento, Italy
16:30	Investigating Concepts for an Interconnected Socio-Technical KM Planning Approach <b>Aldemark</b> Jan, Växjö University, Sweden	What Motivates Knowledge Workers Most? Some Empirical Evidence from Russia <b>Andreeva</b> Tatiana, Graduate School of Management, St.Petersburg State University, Russia	Modelling Procedural Knowledge Creation in Small Manufacturing Firms Through the Identification of Key Determinants <b>Lo Storto</b> Corrado, University of Naples Federico II, Italy (Case study)	Evaluating a Living Model of Knowledge <b>Parboteeah</b> Paul, Thomas <b>Jackson</b> and Gillian <b>Ragsdell</b> , Loughborough University, UK
17:00	Structures and Regularities of Knowledge Flows <b>Schumann</b> Christian-Andreas and Claudia <b>Tittmann</b> , University of Applied Sciences, Zwickau, Germany	Knowledge Management vs. IT: What is the Only Sustainable Source of Competitive Advantage Nowadays? <b>Cairó</b> Osvaldo, Adolfo <b>Lozada</b> and Jose <b>Escabedo</b> , ITAM, Mexico	Communicating of Knowledge Creation: Beyond Content, Towards Meaning <b>Souto</b> Patricia, University of Tampere, Finland	Languages and Knowledge versus Modeling and Processing <b>Viada</b> Marin, University of Bucharest and Adriana Sarah <b>Nica</b> , University of Medicine and Pharmacy Carol Davila, Bucharest, Romania
17:30	<b>Close of the Conference day</b>			
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<b>Friday 4th September 2009</b>			
<b>08:30 Registration and coffee</b>			
<b>09:00 Room Aula Magna</b> Welcome from the conference chair: <b>Ettore Bolisani</b>			
<b>09:10 Room: Aula Magna</b> Keynote address: <b>Semantics in Action</b> <b>Antonio Linari, Expert System</b>			
<b>09:40 Room: Aula Magna</b> Keynote address: <b>Open Knowledge Management - The Wiki Way</b> <b>Frieda Brioschi, Wikimedia Italia</b>			
<b>10:10 Conference splits into streams</b>			
<b>Room Aula Magna</b> Stream A: Measuring the success of KM Chair -	<b>Room N1</b> Stream B: Case Studies Chair -	<b>Room N2</b> Stream C: KM Systems Development and Implementation Chair -	<b>Room N3</b> Stream D: Organisational Issues Chair -
<b>10:15</b> Knowledge Management Success Factors – Proposals of an Empirical Research <b>Lehner Franz</b> and <b>Nicolas Haas</b> , University of Passau, Germany	Knowledge-based Strategies: Case-Study Analysis of Local Computer Service companies <b>Scarso Enrico</b> and <b>Ettore Bolisani</b> , DGT-University of Padua, (Case study)	Assessing the Impact of KM on Organisational Practice: Applying the MeCTIP Model to UK Organisations <b>Moffett Sandra</b> and <b>Anne Hinds</b> , University of Ulster, Northern Ireland,	Organizational Learning Environments in Software industry - The Case of Estonian Enterprises <b>Puus Uuno</b> , <b>Tõnis Mets</b> , <b>Made Torokoff</b> and <b>Alo Tamm</b> , University of Tartu, Estonia
<b>10:45</b> A Case Study on Critical Success Factors of Knowledge Management in The Programme Environment Based on Change Management Perspective <b>Shami Zanjani Mehdi</b> , <b>Mahdi Shahabadi</b> and <b>Ali Zare</b> , University of Tehran, Iran (Case Study)	Monterrey: International Knowledge City? <b>Cairó Osvaldo</b> , <b>Alina Suro</b> , <b>Ileana Basurto</b> , <b>José Aquino</b> , <b>Jorge Ayala</b> and <b>Efren Ramirez</b> , ITAM, Mexico (Case study)	Towards a Practical Guide for Developing Knowledge Management Systems in Small Organizations <b>Moteleb Aboubakr</b> , <b>Mark Woodman</b> and <b>Peter Critten</b> , Middlesex University, UK (Case study)	Learning and Development as Cornerstones in Organisational Flexibility <b>Martins Isabel</b> , <b>Ana Martins</b> , University of Glamorgan, UK, <b>Orlando Petiz</b> , University of Minho, Portugal
<b>11:15 Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>	<b>Refreshments</b>
<b>11:45 Knowledge Cafe</b> Facilitated by <b>David Gurteen</b>			
<b>13:00 Lunch</b>			
<b>Fri 5 Sept</b> <b>Room Aula Magna</b> Stream A: Leveraging Knowledge Chair -	<b>Room N1</b> Stream B: Knowledge Transfer Chair -	<b>Room N2</b> Stream C: Management issues Chair -	<b>Room N3</b> Stream D: Knowledge and Value Networks Chair -
<b>14:00</b> Mining Email to Leverage Knowledge Networks in Organizations <b>van Reijssen Juriaan</b> , <b>Remko Helms</b> , <b>Arjen Vleugel</b> , Utrecht University, The Netherlands, <b>Paul Jackson</b> and <b>Sarah Tedmor</b> , Loughborough University, UK/Main	Market Knowledge Transfer and Time Pressure in New Product Development: The Emergent Role of Knowledge Intermediaries in the Fashion Industry <b>Marchi Gianluca</b> and <b>Giuseppe Nardin</b> , University of Modena and Reggio Emilia, Italy (Case study)	Monitoring Progress in Managing Knowledge – An Emerging Agenda <b>Kelleher Michael</b> , DNV-CIBIT, Bilthoven, The Netherlands and <b>Mark Woodman</b> , Middlesex University, UK	Exploring Knowledge Work Practices and Evolution in Distributed Networks of Practice <b>Hustad Eli</b> , University of Agder, Norway (Case study)
<b>14:30</b> Value Chain of Information Sharing: Information Seeking and Information Providing <b>Oliver Gary</b> , The University of Sydney, Australia (Case study)	The Impact of Unique Characteristics of Project-Based Organisations on Knowledge Transfer <b>Wiewiora Anna</b> , <b>Bambang Trigunaryah</b> , <b>Glen Murphy</b> and <b>Guy Gable</b> , Queensland University of Technology, Australia and <b>Chen Liang</b> , Shanghai Jiaotong University, China (Research-in-progress)	12 Steps to Successful Knowledge Management Implementation <b>Dawson Ray</b> , Loughborough University, UK	Virtual Community of Practice: A Special Network of Knowledge Creation and Sharing Between Individuals and Groups <b>Rivera Angel</b> , <b>Ricardo Flores</b> and <b>Jorge Rocha</b> , Tecnológico de Monterrey, Campus Monterrey, Garza García, N.L., México
<b>15:00</b> Knowledge Management and Management of Information <b>Singh Umesh Kumar</b> , Vikram University, Ujjain, India KM-190 (Case study)		Steps to Consistency in Management Practice Across Multi Organisation Construction Project Teams <b>Gray Colin</b> and <b>Al Bizri Salam</b> , University of Reading, UK	
<b>15:30 Summary of the issues raised during the conference</b>			
<b>Close of conference</b>	<b>Close of conference</b>	<b>Close of conference</b>	<b>Close of conference</b>
<b>Posters</b> If the Flame has Fallen among the Cedars, What can the Wall-Hyssop Say! Knowledge Management in Chief Knowledge Officers's Community of practice <b>Perry Milly</b> , The Open University of Israel KM-237	Development of a Competence Management Ontology for IT Companies <b>Niculescu Cristina</b> , <b>Stefan Trausan-Matu</b> , Research Institute for Artificial Intelligence of the Romanian Academy and <b>Alin Mihaila</b> , Faculty of Economics and Business Administration Romania KM-139 Main Research-in-progress - offered poster	Knowledge Sharing Implementation among Malaysian Undergraduate Students <b>Sulaiman Nor Intan Sariah</b> , Management and Management Science Research Institute, University of Salford, UK KM-020 (Poster conversion)	

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10:10 <b>Conference splits into streams</b>			
<b>Room B2</b> Stream E: Technical Chair -	<b>Room B3</b> Stream F: Customer Knowledge Management Chair -	<b>Room B4</b> Stream G: Regional Perspectives Chair -	<b>Room B5</b> Stream H: Knowledge creation and creativity Chair -
10:15 Intra-firm Knowledge Sharing Barriers: State of the Art <b>Filleri Raffaele</b> , University of Roma la Sapienza and Salma <b>Alguezaui</b> , ISUI, Lecce, Italy	Managing Knowledge About Customers in Inbound Contact Centres <b>Hart Mike</b> , Karimi Mwenda and Indresh Singh, University of Cape Town, South Africa	Matching Knowledge Needs in the Industry with the Educational Offer: A Strategic Tool for Regional Competitiveness <b>Rodrigues Susana</b> , Polytechnic Institute of Leiria and Florinda <b>Matos</b> , ISCTE Business School, Lisbon, Portugal	Virtual Communities of Practice: Investigating Motivations and Constraints in the Processes of Knowledge Creation and Transfer <b>Correia Ana Maria</b> , ISCAP, Alice <b>Paulos</b> , Anabela <b>Mesquita Sarmento</b> , ISEGI and Miguel <b>de Castro Neto</b> , ISCAP, Lisbon, Portugal (Case study)
10:45 Effects-Based Knowledge Management in Changing Environments Meant to Improve the Information Domain of Communicating Agents <b>Bechet Paul</b> , Amalia <b>Lebu</b> , Iulian <b>Ilies</b> , Nicolae Balcescu Land Force Academy, Elena <b>Bouleanu</b> , Lucian <b>Blaga</b> , University of Sibiu and Alina <b>Babos</b> , Nicolae Balcescu Land Force Academy, Bucharest, Romania	Customer Knowledge Management and Demand Fulfilment in Global Supply Chains <b>Reddy Kandadi Kondal</b> and Zahra <b>Salimi</b> , The university of Bolton, UK	Strategic Knowledge Active Forgetting: How Organizations can Formulate Strategies to Actively Forget their Obsolete Knowledge: The case of Management Consultancy Companies in Iran <b>Rezazade Mehrizi Mohammad Hosein</b> , ESADE Business School, Spain, Mehdi Bagherzadeh <b>Niri</b> , Malek-Ashtar University of Technology and Mirali Seyednaghavi, Allameh Tabataba-I University, Tehran, Iran	How can we increase the Efficiency of Knowledge Capital by Differentiating Between Repetitive and Innovative Work and their Management? <b>Boda Gyorgy</b> , Corvinus University of Budapest and Judit <b>Lorincz</b> , Boda & Partners Consulting Ltd., Budapest, Hungary
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13:00 Lunch			
<b>Fri 5 Sept</b> <b>Room B2</b> Stream F: Knowledge Sharing Chair -	<b>Room B3</b> Stream F: Knowledge Transformation Co Chairs -	<b>Room B4</b> Stream G: Regional Perspectives Chair -	<b>Room B5</b> Stream H: Project Management and KM Chair -
14:00 The Challenge of Breeding a Knowledge Sharing Culture <b>Adjadi Eve</b> , iicorr Ltd, Aberdeen, UK (Practitioner)	Predictive Business – Exploring the Potential for Transformation <b>Jalonen Harri</b> , Turku University of Applied Sciences and Antti <b>Lönnqvist</b> , Tampere University of Technology, Finland	An Investigation of the Interplay of Power and Knowledge During the Implementation of Change in the Banking Sector of an Asian Developing Country <b>Sabeeh Syed Ahmed</b> , Donald <b>Hislop</b> and Crispin <b>Coombs</b> , Loughborough University, UK	Improving the Decision Making Process in the Design Project by Capitalizing on Company's Crucial Knowledge <b>Saad Inés</b> , Amiens School of Management, Paris, France
14:30 Factors Affecting the Willingness of Multi-National Corporations to Share Knowledge with Universities: A Case Study of the Automotive Industry in Thailand <b>Worasinchal Lukkana</b> , Bangkok University, Thailand and Aurilla <b>Bechina</b> , College University I Buskerud, Norway (Case Study)	Improving Extraction and Transformation in ETL Processes by Semantic Analysis Guerra Francesco, Sonia <b>Bergamaschi</b> , <b>Orsini Mirko</b> , Maurizio <b>Vincini</b> , Universita' di Modena e Reggio Emilia and Claudio <b>Sartori</b> , Universita' di Bologna, Italy	Knowledge Creation and Sharing Preliminary Findings from a Study of a Regional Innovation Strategy Planning <b>Lahitinen Hanna</b> , Tampere University, Finland (Case study)	Sauce for the Gander: What can Micro Enterprises Learn from Global Organisations about Implementing Knowledge Management <b>Sheerman Janette</b> and Iona <b>Rodgers</b> , University of Ulster, Northern Ireland, UK
15:00 The Influence of Learning Factors in the Sharing Process of Tacit Knowledge <b>Salleh Kalsom</b> , Syed Noh Syed <b>Ahmad</b> , Technology University Malaysia, Syed Omar <b>Sharifuddin</b> , Syed Ikhshan National Institute of Public Administration of Malaysia (Case study)- Presentation only		Knowledge Management and Cultural Issues in Iran <b>Karami Masoud</b> and Mohamad Rihim <b>Esfidani</b> , University of Tehran, Iran KM-013	Knowledge Management for IT Project Portfolio <b>Rosset Ulysse</b> , Yannick <b>Jolliet</b> and Maia <b>Wentland</b> , University of Lausanne, Switzerland
15:30 <b>Summary of the issues raised during the conference</b>			
Close of conference	Close of conference	Close of conference	Close of conference