

11th European Conference on Knowledge Management
Universidade Lusíada de Vila Nova de Famalicão, Famalicão, Portugal

Wednesday 1 September 2010					
18:30	Pre-Conference registration and welcome drink at The Town Hall (until 1930) Hosted by the Mayor of Famalicão, the Rector of the University and the Administrators of the Minerva Foundation				
Thursday 2 September 2010					
08:30	Buses pick up from Hotels Cidnay and Moutados				
09:00	Registration and coffee: Student's room				
09:30	Room: Main Room Opening Remarks				
09:40	Welcome from the conference co-chairs: Rosa Moreira and Rui Silva, Universidade Lusíada de Vila Nova de Famalicão, Portugal				
09:50	Keynote address: A process view of knowledge management: it ain't what you do, it's the way that you do it John Edwards, Aston Business School, Birmingham, UK				
10:30	Conference splits into streams				
	Room 2 Stream A: KM and SMEs Chair -	Room 3 Stream B: Models Chair -	Room 4 Stream C: Knowledge networks Chair -	Room 5 Stream D: Organisational issues Chair -	Room 14 Stream E: Mni track on Globalization, Trade and Knowledge Economics Chair - Nuno Carlos Leitão
10:45	Establishing an Operational Approach to Knowledge Management in Small to Medium Sized Software Enterprises (SMEs) – Building a Typology of Knowledge Scenarios Heavin Ciara and Frederic Adam , University College Cork, Ireland	Integrated Knowledge Management Model: An Empirical Test Handzic Meliha , International Burch University, Sarajevo, Bosnia and Herzegovina	Knowledge Conversion and Social Networks in Driving Team Performance Janhonen Minna , Finnish Institute of Occupational Health and Jan-Erik Johanson , University of Helsinki, Finland	Corporate Culture Influence on Effective Initialization and Application of Knowledge Management in Enterprises Cambal Milos and Dagmar Caganova , Slovak University of Technology, Bratislava, Slovakia	Understanding Global Leadership: A Proposal Model Combining Global Mindset and Competencies Approaches Rocha Fernandes Bruno Henrique , Universidade Positivo, Curitiba, Claudia Bitencourt and Otavio Gonzatti Fernandes , Universidade do Vale do Rio Dos Sinos, Brazil
11:15	An Approach for Implementing Knowledge Management in Small and Medium Companies in Brazil: A Case Study Albino Joao Pedro and Ana Carolina Manfrinato , Univesity Estadual Paulista, Bauru, Sao Paulo, Brazil	Knowledge Transfer Processes in the Automotive Supplier Industry – Designing an Integrated Knowledge Transfer Model Lehner Franz and Christian Warth , University of Passau, Germany	Communities of Practice and Intensional Networks Promoting Doctoral Studies Lahenius Katja , Aalto University School of Science and Technology, Finland	Linking Knowledge Management, Organizational Culture and Ethics: Inquiring results Costa Gonçalo, Mary Prior and Simon Rogerson , De Montfort University, Leicester, UK (PhD_research)	Labour Market Adjustment and Intra-Industry Trade: The Portuguese Case Leitão Nuno Carlos , Polytechnic Institute of Santarém, Portugal
11:45	Competence Development and Organizations' Level of Competitiveness Radu Catalina and Ana Maria Grigore , Academy of Economic Studies, Bucharest, Romania	A Model of Profession-oriented Learning in the e-Environment Based on a Competence Approach and Academic Knowledge Management Tikchomirova Natalya, Vladimir Tikchomirov, Valentina Maksimova and Telnov Yury , Moscow State University of Economics, Statistics and Informatics, Russia	Idea Management by Role Based Networked Learning Bettoni Marco, Willi Bernhard, Cindy Eggs and Gabriele Schiller , Swiss Distance University for Applied Science, Brig, Switzerland	How to Initiate Knowledge-Based Change Processes in Companies Neumann Gaby , Technical University of Applied Sciences, Wildau, Germany and Eduardo Tomé , Universidade Lusíada de Vila Nova de Famalicão, Portugal	Knowledge Management as a Tool for the Productive Transformation of a Region in a Developing Country Gutierrez Rincon Viviana , Pontificia Universidad Javeriana, Cali, Gladys Rincon Bergman , Universidad del Valle, Cali, Colombia and Bernardo Javier Perez Castaño , Universidad Politécnica de Valencia, Spain
12:15	Lunch in Restauarnt Dux	Lunch in Restauarnt Dux	Lunch in Restauarnt Dux	Lunch in Restauarnt Dux	Lunch in Restauarnt Dux

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10:30	Conference splits into streams				
	Room: Auditorium 1 Stream F: Mini track on Knowledge Management in Public Sector Organisations: Value Driven and Best Practices Scenario Chairs – Eduardo Tome	Room 15 Stream G: Frameworks Chair -	Room 9 Stream H: Data Management Chair:	Room 10 Stream I: KM and Healthcare Chair:	Room Auditorium 2 Stream J: Knowledge Transfer Chair -
10:45	Making Knowledge Sharing Work in Healthcare: Relevant Factors and Strategies Radaelli Giovanni, Emanuele Lettieri and Cristina Masella , Politecnico di Milano, Italy	Semantic Interoperability Framework for Estonian Public Sector's E-Services Integration Tammet Tanel, Kalle Tomingas and Martin Lutz , Tallinn University of Technology, Estonia	A Negotiation Protocol for Data Integration Driven by Ontology Albuquerque Andréa, José Campos dos Santos , Daniel Mendonça and José Magalhães Netto , Universidade Federal do Amazonas, Manaus, Brazil	Knowledge Ecosystems' Development in Business and Healthcare using Knowbots Maracine Virginia and Emil Scarlat , Bucharest University of Economics, Romania	Intrinsic Motivation, Tacit Knowledge and its Knowledge Transfer Sié Laurent and Ali Yakhlef , Groupe ESC Pau, France
11:15	Developing a Framework for a Health Research Knowledge Management System Implementation to Manage and Evaluate the Research Activities in a Public Hospital Service Velasco Berta, Insitute of Heart Sciences, University Clinic Hospital, Valladolid, Agustin Mayo , José María Eiros , Alberto San Roman , University of Valladolid and Alvaro Roldan , Institute of Health Carlos III, Madrid, Spain	A New Framework for Designing e-Workflow Systems for e-Business Processes Marir Farhi and John Ndeta , London Metropolitan University, UK	Evolution Analysis of Knowledge Potentials by Pattern Matrices Schumann Christian-Andreas and Claudia Tittmann , University of Applied Sciences, Zwickau, Germany	Investigation into Current Supply Chain Practices at a Private Healthcare Provider in South Africa Bauernschmitt Erwin, Group Finance Coffey International, Perth, Australia and William Conradie , University of Johannesburg, South Africa	Knowledge Transfer in Strategic Alliances: Moderating Effects of Limited Absorptive Capacity and Powerful Relationships on Business Model Innovation Performance Siachou Evangelia and Anthony Ioannidis , Athens University of Economics and Business, Athens, Greece
11:45	Knowledge Transfer - A Study on Construction Projects in a Norwegian Public Sector Organisation Ekambaram Anandasivakumar, Jan Alexander Langlo and Agnar Johansen , SINTEF - Technology and Society, Productivity and Project Management, Trondheim, Norway	Architecture of a Multi-Framework Set for Collaborative Knowledge Generation Niculescu Cristina, Romanian Academy and Laura Pana , University Politehnica of Bucharest, Romania	The Acquisition and Sharing of Domain Knowledge Contained in Software With a Compliant SIK Architecture Avram Vasile, Academy of Economic Studies, Bucharest, Romania	Knowledge Management Approach for the Enhancement of Urban Health Equity Khobreh Marjan, Fazel Ansari and Sara Nasin , University of Siegen, Germany	Organizational Information Transfer as a Tool for Building-up Employees Economic Awareness Vanova Jaromíra, Zdenka Gyurák Babeová and Andrea Holková , Slovakia University of Technology, Bratislava, Slovakia
12:15	Lunch in Restauarnt Dux				

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13:30	Reaction Learning: The Missing Motive Analysis in SMEs Sarabia Maria and Maria Obeso , University of Cantabria, Spain	A Socio-Psychological Model for Knowledge Management Adoption: A Case Study of Medical School in Bangkok, Thailand Tapeparn Malinee, Bangkok University, Thailand and Aurilla Aurelie Bechina Arntzen , College university Buskerud, Norway	Enhancing Knowledge sharing in “Fuzzy Front End” of NPD: An Aerospace Case Study Corallo Angelo, Mariangela Lazoi , University of Salento, Roberto Merotto , Avio S.p.A., and Giusy Secundo , University of Salento, Lecce, Italy	Information Management and Knowledge Management – are Portuguese Organizations Feeling the Difference? Lopes Filomena and Paula Morais , Universidade Portucalense, Porto, Portugal	Economic Freedom, Democracy, Human Development and Cultural Paradigm: Qualitative Determinants of Foreign Direct Investments Bogdan Dima, West University of Timisoara, Stefana Maria Cristea (Dima), Vasile Goldi Western University of Arad and Gabriel Marilen Pirtea , West University of Timisoara, Romania
14:00	Competitive Intelligence as a Source of Competitive Advantage: An Exploratory Study of the Portuguese Biotechnology Industry Santos Mirian, Ana Correia , Universidade Nova de Lisboa and LNEG – Laboratório Nacional de Energia e Geologia, I. P., Portugal	A Formal Approach to Modelling Knowledge Transfer Processes Tong Jin, Siraj Shaikh and Anne James , Coventry University, UK	Strategic Networks as Facilitators of Knowledge Management Franco Mário, University of Beira Interior, Covilha, Portugal, Heiko Haase , Worms University of Applied Sciences, Germany and Marisa Barbeira , Polytechnic Institute of Castelo Branco, Portugal	Organizational Wisdom In Portuguese Textile Sector Companies Pinheiro Paulo, Universidade da Beira Interior - Nece, Portugal	Information Cascades as Social Learning: The Case of Box-Office Ticket Sales in the Philippines Dacanay Jovi, Anastacio Maia Tyche King-Calvo and Angelo Santos , School of Economics, University of Asia and the Pacific, Philippines
14:30		Capitalising Knowledge Exchanges: an Interpretative Model Bolisani Ettore, DTG - University of Padua, Italy	Exploring Knowledge Management Initiatives in a Multinational Company: Creating a Corporate Memory Through Networking Hustad Eli, University of Agder, Kristiansand, Norway	Importance of the Client’s Quality of Human Capital for Bank Managers. Results from an Empirical Study Ribeiro Cristina, Consultant, Portugal, Joaquim Gouveia , University of Aveiro and Ricardo Pinto , University Fernando Pessoa, Porto, Portugal (Presentation only)	
15:00	<i>Refreshments in Student Room Poster contributors will stand by their posters</i>	<i>Refreshments in Student Room Poster contributors will stand by their posters</i>	<i>Refreshments in Student Room Poster contributors will stand by their posters</i>	<i>Refreshments in Student Room Poster contributors will stand by their posters</i>	<i>Refreshments in Student Room Poster contributors will stand by their posters</i>

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Thurs 2 Sept	Room Auditorium 1 Stream F: Mini track on Knowledge Management in Public Sector Organisations: Value Driven and Best Practices Scenario Chairs – Kalsom Salleh and Eduardo Tome	Room 15 Stream G: Mini track on Sustainable Knowledge Management Chair: Elizabeth Real de Oliveira	Room 9 Stream H: Case Studies Chair:	Room 10 Stream I: Mini track on Knowledge Management for Resilient Enterprise Chair - Elena Irina Neaga	Room Auditorium 2 Stream J: PhD Consortium Discussants:
13:30	The CAF Model Implementation – A Tool for Knowledge Management Improvement in Public Administration Paulová Iveta , Slovak Technical University and Monika Jurkoviová , Slovak Office of Standards, Metrology and Testing, Slovakia (academic, Public sector) KM-111	The LIFE Technique – Creation of Personal Knowledge and Skills Profiles for Future Planning Sharp Peter, Regent's College, London, UK	Evaluating a Knowledge Management Systems Development Methodology: Practical Application in a Virtual Recruitment Organization Bakry Walaa and Aoubakr A. Moteleb , Middlesex University, London, UK	Dynamic Analysis Of The Effects Of Contraction In Demand On Maintaining Knowledge At Professional Services Companies Calvo Babio Nuria, University of a Coruña, Spain (presentation only)	13:30-13:40 An Analysis of the Perceived Value of Using Knowledge Management Systems in Supporting Decision Making Processes Abdelrahman Mahmoud and Nadia Papamichail , Manchester Business School, Simon French, University of Manchester, UK 13:45-13:55 Knowledge Based Development Model Lopez Trujillo Marcelo, University of Caldas, Manizales Colombia and Joyanes Luis Joyanes , Pontificia University of Salamanca, Spain 14:00-14:10 Directions for Enhancing Innovation Within Romanian SMEs Purcarea Irina, Academy of Economic Studies Bucharest, Romania 14:15-14:25 Knowledge Management (KM) for Small and Medium Sized Enterprises (SMEs) in Developing countries - How feasible is it?
14:00	Best Practices in KM Initiatives within Malaysian GLCs Helmi Asleena, Swinburne University of Technology, Zainal Ahmad and Daisy Kee Mui Hung , University Sains Malaysia, Malaysia	Knowledge Sharing and Organisational Enabling Conditions Chiri Khaled and Jane Klobas , University of Western Australia, Australia	An Approach to Absorptive Capacity Based on the Portuguese Textile Industry Franganito Rui Manuel Fialho, Instituto Superior de Administracao e Contabilidade de Lisboa, Portugal (academic, Main) KM-200	Managing Knowledge, Complexity and Resilience in the Global Enterprise Neaga Elena Irina, Loughborough University, UK	14:30-14:40 Nguyen ThiHai Hang, Molnár Zdenk , Tomas Bata University, Prague, Czech Republic and Cuong Pham Le , Smedec Vietnam, Hoch Minh City Vietnam 14:30-14:40 Standard Ethical Theories - Management Applications in Crises Time Simescu Martinho Nunes Carmina Simion Valahia University Târgoviste, Romania 14:40-15:00 Discussion and feedback
14:30	Knowledge Management and Impact on Governance of a Romanian University Cucui Ion, Valentina-Ofelia Robescu , Ion Stegaroiu and Marius Petrescu , University Valahia of Targoviste, Romania	The Importance of Knowledge Management in Corporate Social Responsibility and the Effects on the Consumers – Presenting the Case of Cafés Delta Rodrigues Paula and Elizabeth Real de Oliveira , Universidade Lusíada VN, Famalicao, Portugal	Knowledge and Information Flows in Supply Chain in Service Oriented Business: A Case Study of MK Restaurant in Thailand Worasinchai Lugkana, Bangkok University, Thailand and Aurilla Aurelie Arntzen Bechina , The College University of Buskerud, Norway	The Influence of Leadership and Culture on Knowledge Management Practices: Case Study of a Health Organization Ferreira Paula, Hospital de S. Teotónio, Paulo Pinheiro , Ricardo Rodrigues , Universidade da Beira Interior and Rui Pinto , Douctor Dental Porto, Portugal	
15:00	Refreshments in Student Room <i>Poster contributors will stand by their posters</i>	Refreshments in Student Room <i>Poster contributors will stand by their posters</i>	Refreshments in Student Room <i>Poster contributors will stand by their posters</i>	Refreshments in Student Room <i>Poster contributors will stand by their posters</i>	Refreshments in Student Room <i>Poster contributors will stand by their posters</i>

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15:30	Sharing an Assumed Business Body of Knowledge: An Evaluation Using Critical Management Perspective Oliver Gary, The University of Sydney, Australia	Knowledge Absorbtion For Innovation In New Technology Based Firms: Lithuanian Case Petraite Monika, Kaunas University of Technology, Lithuania	The Analytical Study of Content Factors of Knowledge Management in National Iranian Oil Company Staff Salavati Adel, Islamic Azad University of Sanadaj, Fereshte Haghnazar , National oil company, Reza Shafeei , Kurdistan University and Abdul Hamid Ghanbaran , Shahid Rajae Teacher Training University, Teheran, Iran	From Individual Learning to Inter Organizational Knowledge Maâlaoui Adnane, ESG Paris Management School, France	Managing Knowledge Wisdom - The Next Step in knowledge Management for the Ageing Workforce Phenomenon Kannan Selvi, Victoria University, Australia
16:00	Knowledge Management Revisited: An Empirical Test on the 'Discussion Group' Within the Social Media Sagsan Mustafa, North East University, Nicosia, Northern Cyprus and Erdem Kirkbesoglu , Baskent University, Ankara, Turkey	Universal and Specific Elements of Organization's Innovative Culture in the Context of KM: The Case of the Financial Services Provider Janiunaite Brigita, Kaunas University of Technology, Lithuania	Obstacles of Success of Technology Parks: The Case of Jordan Kharabsheh Radwan, The Hashemite University Jordan and Ihab Magableh , Talal Abu -Gazaleh College of Business, Jordan	We do not have time for Online Knowledge Sharing: Identities and their Barriers to Organizational Learning in Managed Networks of Practice in a Distributed Organization Hermanrud Inge, Hedmark University College and Dorthe Eide , Bodø Graduate School of Business, Norway	Inter-Generational Learning Dynamics in Universities Bratianu Constantin, Adriana Agapie , Ivona Orzea and Simona Agoston , Academy of Economic Studies, Bucharest, Romania
16:30	From Lessons to Lessons Learned Arad Yehuda, Teva Pharmaceutical Industries Ltd, Petach-Tikva and Moria Levy , ROM Knowledgeware Ltd., Tel Aviv, Israel (Presentation only)	Knowledge Management Strategies and Innovation: an Empirical Analysis for Luxembourg Mangiarotti Giovanni, Centre de Recherche Public Henri Tudor, Luxembourg	The Alignment of Knowledge Management Strategy in Practice: A Case Study Begon Christian and Nelly Todorova , University of Canterbury, Christchurch, New Zealand	Reflected Action Learning: a Method for Collective Competence Development Cronholm Stefan and Goran Goldkuhl , Linköping University, Sweden	Retaining knowledge from ageing employees: A structured comparison of six KM interventions. Stam Christiaan, INHolland University of Applied Sciences, The Netherlands
17:00	Assessing Knowledge Worker Productivity: The Role of Patents, Publications and Scientific Opportunity Recognition Walter Thomas and Malte Brettel , RWTH Aachen University, Germany	VIKOBAMA - Introducing a New Approach to a Knowledge-based Vision Development Process Kaiser Alexander and Birgit Fordinal , Vienna University of Economics and Business, Austria	Knowledge Management Implementation in Stages: The Case of Organizations in Brazil Oliveira Mirian, Pontificia Universidade Catolica do Rio Grande de Sol, Brazil, Cristiane Pedron , Instituto Superior de Economia e Gestao, Lisboa Portugal and Antônio Maçada , Universidade Federal Catolica do Rio Grande de Sol, Brazil	Measuring the Effectiveness of Training Informal Businesses in Soweto, South Africa Conradie William M, University of Johannesburg, South Africa	Round table discussion on Knowledge and Ageing
17:30	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>	<i>Close of the Conference day</i>
17:35	<i>Buses return to Hotels Cidnay and Moutados</i>				
19:00	<i>Buses leave for the Conference Dinner at the Museum Casa de Camilo</i>				
22:30	<i>Buses return from the conference dinner to the Hotels</i>				

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15:30	The Contextualist Approach of Understanding Knowledge Management System Initiatives in Higher Education: Case Studies of Malaysian Public Universities Md Saad NorHasliza, Universiti Sains Malaysia, Rose Alinda Alias and Azizah Abdul Rahman , University Technology Malaysia, Malaysia	The Influence Of Organizational Structure And Information Technologies On Organizational Learning Martínez-León Inocencia María and Isabel Olmedo-Cifuentes , Technical University of Cartagena, Spain	Dimensions of Knowledge Exchange in Global Strategic Settings – A Prescriptive Framework Klingenberg Beate and Helen N. Rothberg , Marist College, NY, USA	15:30-15:40 The Role of Knowledge Management in the Strategic Alignment of Information Technology with Business: A Graphical and Systemic View Belfo Fernando, Instituto Politécnico de Coimbra, Portugal 15:45-15:55 Umbrellas, Alphabet Soup and Knowledge Management Onions Patrick, The Knowledge Studio, Leeds, UnitedKingdom	
16:00	Drivers, Benefits and Challenges of KM: Case Study of Public Sector Accounting Organisation Salleh Kalsom and Syed Noh Syed Ahmad , Universiti Teknologi MARA, Selangor, Syed Omar Sharifuddin Syed Ikhsam , Leadership Centre Kuala Lumpur, Malaysia	Measuring Sustainability and Sustainable Knowledge Management: Presenting a Case for the Tourism Sector in Portugal Real de Oliveira Elizabeth and Paula Rodrigues , Universidade Lusíada VN Famalicao, Portugal	Strategic Knowledge Management in a Low-risk Environment Erickson Scott, Ithaca College and Helen Rothberg , Marist College, NY, USA	16:00-16:10 Innovation Networks as Business Strategy Bredtmann Jennifer and Gabriele Hoeborn University of Wuppertal - IZ 3, Germany 16:15-16:20 Personal Learning Environments: Integration of Web 2.0 Applications and Content Management Systems	
16:30	The status of Knowledge Management (KM) in Medway Primary Care Trust (PCT) of the National Health Service (NHS) Enakimio Isaac Ihria, Abdallah AL-Shawabkeh and Mike Sharp , University of Greenwich, UK		Technological Environment Forums: A Strategic Space of Dialogue in Ecopetrol S.A Castro Sonia Helena, Maria Serrano and Oscar Javier Guerra , ECOPETROL S.A., Colombia (non academic, Main) KM-194	Oliveira Lino, Escola Superior de Estudos and Fernando Moreira , Universidade Portucalense Infante, Porto, Portugal 16:25-16:35 Business Reengineering in the context of knowledge based-organizations Grigore Ana-Maria and Catalina Radu , Academy of Economic Studies, Bucharest, Romania 16:30-17:00 Feedback and discussion	
17:00	The use of Tacit and Explicit Knowledge in Public Health? Kothari Anita, Debbie Rudman , Shannon Sibbald and Micheal Rouse University of Western Ontario, Maureen Dobbins Master Univeristy, Hamilton, and Nancy Edwards University of Ottawa, Canada		Strategies for Developing Communities of Practice in the Organizations Khan Azhar Mansur and Memoona Rauf Khan , Farrokh Jaleel , CASE, Islamabad Pakistan		
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08:15	<i>Buses pick up from Hotels Cidnay and Moutados</i>				
08:30	Refreshments				
09:00	Room: Main Room Opening Remarks				
09:10	Keynote address: Knowledge as a network package: aspects of transfer and translation in international business Nigel Holden, University of Central Lancashire, UK				
09:50	<i>Conference splits into streams</i>	<i>Conference splits into streams</i>	<i>Conference splits into streams</i>	<i>Conference splits into streams</i>	<i>Conference splits into streams</i>
	Room 2 Stream A: Intellectual Capital Chair -	Room 3 Stream B: Applied KM Chair -	Room 4 Stream C: KM and Higher Education Chair -	Room 5 Stream D: Organisational Issues Chair -	Room 14 Stream E: Intellectual Capital Chair -
10:00	Intellectual Capital Structure: Case of Russian Companies Volkov Dmitry and Tatiana Garanina Graduate School of Management, Saint-Petersburg State University, Russia	BOOSTING Knowledge Management with the Help of Development Discussions Viitala Riitta and Risto Säntti , University of Vaasa, Finland	Knowledge, technology and University Social Responsibility (USR): A Conceptual Framework Arntzen Aurilla Aurelie Bechina, College university Buskerud, Norway	Conditionanal Organizational Factors in the Knowledge Management Processes Brito Elisabeth , Universidade de Aveiro, Leonor Cardoso and Carlos Ferreira Peralta , Universidade de Coimbra, Portugal	Putting Intangible Assets Management to Work Sequeira Camilo Augusto and Eloi Fernández y Fernández , Catholic University Rio de Janeiro, Brazil
10:30	Freedom of Information and Knowledge Assets Erickson Scott , Ithaca College, USA	An Integrated Model of Knowledge Management: From the Development of a Short-Form of KMQ to the Empirical Validation of the Model Cardoso Leonor and Carlos Ferreira Peralta University of Coimbra, Portugal	Leader Management and its Impact Upon Knowledge-sharing Behaviour in a Higher Education Context Welch Christine and Nor Ashmiza Mahamed Ismail , University of Portsmouth, UK	Managing Organizational Knowledge Active Forgetting: How top Managers Understand the Concept of Managing Old and Obsolete Knowledge Bagherzadehniri Mehdi and Peyman Akavan and Reza Hosnavi Atashgah University of Science and Technology, Tehran, Iran	Knowledge Management in Organizations: A new proposal Curado Madalena , Mota-Engil Engineering & Constructions, and Isabel Ramos , University of Minho , Portugal
11:00	<i>Refreshments in Student room</i>	<i>Refreshments in Student room</i>	<i>Refreshments in Student room</i>	<i>Refreshments in Student room</i>	<i>Refreshments in Student room</i>
11:30	Room: Main Room Presentation and Knowledge Cafe on the topic of "Making KM work!" Facilitated by David Gurteen				
13:00	<i>Lunch in Restaurant Dux</i>	<i>Lunch in Restaurant Dux</i>	<i>Lunch in Restaurant Dux</i>	<i>Lunch in Restaurant Dux</i>	<i>Lunch in Restaurant Dux</i>

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	Room Auditorium 1 Stream F: Web 2.0 and the Internet Chair –	Room 15 Stream G: Mini track on Knowledge transfer and trust in service business Co-Chairs - Kirsimarja Blomqvist, Anssi Smedlund and Tatiana Andreeva	Room 9 Stream H: KM and non Profit Organisations Chair -	Room 10 Stream I: Knowledge sharing and Organizational Commitment Chair -
10:00	To Tweet or not to Tweet, That is the Question – Social Media as a Missed Opportunity for Knowledge Management Wright Tim , Tescape, Stuart Watson , and Daniela Castrataro Intellectual Assets Centre, Glasgow, UK	Trust in Cognitive Relations Between KIBS and Client Firms: a Multiple Case-Study of Computer Services Scarso Enrico and Ettore Bolisani , University of Padua, Vicenza, Italy	Sharing Knowledge, Top-down or Vice versa – Could it be Inbetween? A Study of Enablers and Barriers to Knowledge Sharing in the City of Helsinki Jyrämä Annukka, Aalto University School of Economics, Helsinki, Pia Bäcklund , Helsinki Urban facts, Heini Väisänen , University of Helsinki, Finland	Investigation of Knowledge Sharing Practices among Expatriates in Thailand Arnzten Bechina Aurelie Aurilla College Univesristy of Buskerud, Norway, Pattarin Chumnumpan , Bangkok University, Thailand
10:30	Internet-based review models for scientific knowledge: a radical innovation? Camussone Pier Franco, Roberta Cuel and Diego Ponte , University of Trento, Italy	Developing Relationships through Direct Marketing in a Business-To-Business Context: The Training Sector in Portugal Reis Raquel, Universidade Lusíada de Vila Nova de Famalicao, Portugal Caroline Oates , Martina McGuinness , University of Sheffield and Domonique Elliot University of Liverpool	Knowledge Management in the Public Sector. Communication Issues and Challenges at local government level Nkosi Ndlela Martin, Hedmark University College, Rela, Norway	Role of Organizational Commitment in Knowledge Management: Exploring a Relationship Cardoso Leonor and Andreia Meireles , University of Coimbra, Portugal
11:00	<i>Refreshments in Student room</i>			
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Fri 3 Sept	Room 2 Stream A: Enterprise Information Chair -	Room 3 Stream B: Project teams Chair -	Room 4 Stream C: KM and Higher Education Chair -	Room 5 Stream D: Applied KM Chair –	Room 14 Stream E: KM Tools Chair -
14:00	Enterprise 2.0 and Semantic Technologies: A Technological Framework for Open Innovation Support Carbone Francesco, Jesús Contreras , ISOCO and Josefa Z. Hernández , Technical University of Madrid, Spain	A Knowledge-based Approach to Support the Decision Making Process in Project-oriented Collaboration Lima Celson, Ruben Costa , Pedro Maló , and Joah Antunes UNINOVA, Lisbon Portugal	The Faculty of Materials Science and Technology in Trnava on the Way to Excellency Moravcik Oliver, Jana Stefankova and Dagmar Caganova , Slovak University of Technology, Slovakia	Managers And Employees Do Not See Eye To Eye: Knowledge Gaps In Work Life Balance. Cegarra-Levia David, University of Murcia, Eugenia Sanchez Vidal and Juan Gabriel Cegarra-Navarro , Technical University of Cartagena, Spain	Knowledge and Group Decision-Making Using Knowledge Maps in GIS Brozova Helena, Czech University of Life Sciences, Prague and Dana Klimesova , Czech Academy Sciences of Czech Republic
14:30	Enterprise Information Portals: Potential for Evaluating knowledge Management and Human Capital Assets using Social Network Analysis Neto Miguel, Ana Sofia Ferreira , ISEGI and Carlos Fernandes , Instituto Telecomunicacoes, Luis Migel Fernandes Agri-Ciencia, Lisboa, Portugal	The project team’s creative potential support Lenhardtová Zuzana and Dagmar Caganova , University of Technology, Bratislava, Slovakia	Valorisation and Commercialisation Companies in the Knowledge To Market Process of Higher Education Organizations Applying Science to Business Marketing Methods Lopez Cano Elena, Brisa Burriel Fuster and Lidia Herrera Arias , Universitat Politecnica de Catalunya, Spain	How to Create Relational Capital in Hospital-in-the-home Units Cegarra-Navarro Juan-Gabriel, Eva Martinez-Caro , Universidad Politécnica de Cartagena, Gabriel Cepeda-Carrion , Universidad de Sevilla, and M ^a Paz Salmador-Sánchez , Universidad Autónoma de Madrid, Spain	Design and Application of a New Workshop Concept on the Development of an Innovative Transport Unit - A New Way of Knowledge Sharing Jursch Sebastian, Eckart Hauck , Richard Ramakers , Sabina Jeschke and Klaus Henning , Aachen University, Germany
15:00	A Proposal for System Performance Evaluation for an ERP Knowledge Extraction Model Benedetti Alexandre, Joao Pedro Albino and Vagner Cavengaghi , Univesity Estadual Paulista, Bauru, Sao Paulo, Brazil	Knowledge Sharing Through day-to-day Management Processes: Impact on Innovation Project Management and on Innovation Performance Aramburu Nekane, and Josune Saenz , University of Deusto, San Sebastian, Spain	Knowledge Management & Higher Education Crisis Suciu Marta-Christina, Mina Ivanovici , Ana Maria Neagu Trocmaer and Cristinel Glodeanu , Christina Bolocan Protopopescu Florin Sirbu , Alexandru Bratescu-Ghitu and Remus Avram Academy of Economic Studies Bucharest, and Klaus Bruno Schebesch Wes Univeristy Arad, Romania	Collaborative Semantic Content Management: an Ongoing Case Study for Imaging Applications Ciuciu Ioana, Robert Meersman and Han Kang , VUB-STARLab, Belgium, Jerome Schmid , Nadia Magnenat Thalmann , UNIGE-MIRALab Genova, Swizerland Jose Antonio Iglesias Nuitian and Enrico Gobbetti CRS4 Visual Computing Group, Sardinia, Italy.	Just-in-Time Delivery of Knowledge at a Technology-Oriented Enterprise Steyn Piet, Adeline Du Toit , University of Johannesburg, South Africa
15:30	Room: Auditorium 1 Summary of the issues raised during the conference Led by Eduardo Tomé				
16:00	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>
	Work-in-Progress papers with Posters				Poster only
	Team Learning 2.0: Knowledge Sharing Implementation Among Undergraduate Swiss Students Madinier Helene and Fabio Ricci , Geneva School of Business Administration, Switzerland	Building Retired Employee Enterprise Communities Schacht Silvia and Alexander Mädche , University of Mannheim, Germany	Design an Extensible Metadata Editor Based on RDF Leal José Paulo, DCC / FCUP & CRACS and Ricardo Queirós , DI / ESEIG / IPP & CRACS, Portugal		Stakeholders in an Organization Focused on Healthcare Accreditation Reyes-Alcázar Victor and Antonio Torres-Olivera , Agencia de Calidad Sanitaria de Andalucía, Spain
	Innovation Knowledge Sourcing from Abroad – Case Technical Services Rilla Nina, VTT Technical Research Centre of Finland, Finland	Wuppertal Mentoring Concept - Mentoring as Knowledge Management in Higher Education Hoeborn Gabriele and Jennifer Bredtmann , University of Wuppertal - IZ3, Germany	In Search for Knowledge Transfer Mechanisms of Service Business Capabilities Konttinen Jari, Robert van der Have , Katri Kallio and Nina Nilla , Technical Research Centre of Finland (VTT), Finland		

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Fri 3 Sept	Room Auditorium 1 Stream F: Web 2.0 and the Internet Chair –	Room 15 Stream G: Mini track on Knowledge transfer and trust in service business Co-Chairs - Kirsimarja Blomqvist, Anssi Smedlund and Tatiana Andreeva	Room 9 Stream H: Competence Chair:	Room 10 Stream I: Boundary Broking, Knowledge Differentiation and Sustainable Competitiveness Chair -	
14:00	Exploring Web 2.0 Applications as a Mean of Bolstering Up Knowledge Management Bebensee Thomas, Remko Helms and Marco Spruit , Utrecht University, The Netherlands	A Problem-based Perspective on Knowledge-intensity in the Services Business Ritala Paavo, Miia Kosonen and Kirsimarja Blomqvist , Lappeenranta University of Technology, Finland, and Tatiana Andreeva, St. Petersburg State University, Russia	Epistemologies of Competence Related Knowledge: A System Theoretical Analysis Uotila Timo-Pekka, University of Vaasa, Finland	The Role of Boundary Brokering in the Generation of Common Knowledge Vasconcelos Ana and Tim Zijlstra , University of Sheffield, UK	
14:30	Searching Mechanisms of Customer Knowledge Management in the Top Eight Iranian E-commerce Websites Shahbaznezhad Hamidreza, University of Tehran and Neda Sakhaee , ALBORZNIROO Rail Road Fleet Co.Tehran, Iran (academic, Main) KM-225	Service System for KIBS End-User Value Creation Smedlund Anssi, Aalto University of Science and Technology, Finland	Employees Skill-set Certification: What's in it for Them? An IT-Related Case Study Coelho Joao, ISCTE, Lisboa, Portugal	Resource Diferentiation of Knowledge Vlasov Maxim, Ural Branch of Russian Academy of Sciences, Russia	
15:00	Scaffolding Knowledge Management in E-Portfolios Cox Sharon, Birmingham City University and John Perkins , Newman University College, Birmingham, UK	Identifying Knowledge Transfer problems from Sport Science to Coach Practice Esteves Dulce, Paulo Pinheiro , Ricardo Rodrigues and Kelly O'Hara , Universidade da Beira Interior Portugal	Identification of Key Managerial Competences as a Tool for Increasing Business Competitiveness. Banasova Lucia, Dagmar Caganova and Milos Cambal , Slovak University of Technology, Slovakia	Customer-Related Capabilities for Sustainable Competitiveness in Service-Business - A Micro-Foundation Approach Blomqvist Kirsimarja, Maarit Hyttyla , Jukka Hallikas and Paavo Ritala , Lappeenranta University, Finland and Tatiana Andreeva , St Petersburg State University, Russia	
15:30	Room: Main Room Summary of the issues raised during the conference Led by Eduardo Tomé				
16:00	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>	<i>Close of conference</i>	