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"The authors have succeeded in creating an impressively well-structured, comprehensive exploration of the field of knowledge management. Each topic is examined with a common-sense approach, and the book never loses sight of the issues that really matter to organizations. Knowledge Management - a blueprint for delivery promises to be of enormous value to anyone interested in KM."

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"This is a 'must read' book for any manager in any industry today. . The approach to implementing KM and building a learning organization outlined by the authors is underpinned by major concepts that cannot be ignored by businesses that want to survive and thrive in the 21st century."

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