

9 Bibliography

APQC (American Productivity and Quality Centre), 1997. *Benchmarking benchmarking*. [sic] [Online] Available: www.apqc.org [cited 23 September 2003]

APQC (American Productivity and Quality Centre), 2000. *Successfully implementing knowledge management*. [Online] Available: www.apqc.org [cited 23 September 2003]

Allee, V., 1997. Twelve principles of knowledge management. *Training and development*, 51(11):71-75

Ansoff, H.I., 1984. *Implanting strategic management*. New Jersey: Prentice-Hall International

Armstrong, D., 1992. *Managing by storying around*. New York: Doubleday

Bell, D., 1973. *The coming of post-industrial society*. New York: Basic Books

Best Practices LLC, 2003. *What is benchmarking?* [Online] Available: www.best-in-class.com/site_tools/faq.htm#best_practice [cited 2 September 2003]

Better product design, [Undated] *Process maturity/capability maturity*. [Online] Available: www.betterproductdesign.net/maturity.htm [cited 20 May 2004]

Binney, D., 2001. The knowledge management spectrum - understanding the KM landscape. *Journal of Knowledge Management*, 5(1):33-42

Birkinshaw, J. and Sheehan, T., 2002. Managing the knowledge life cycle. *MIT Sloan Management Review*, 43(3):75-83

- Boje, D., 1991. The storytelling organisation: a study of story performance in an office-supply firm. *Administrative Science Quarterly*, 36(01):106-121
- Boje, D.M., Luhman, J.T. and Baack, D.E., 1999. Hegemonic stories and encounters between storytelling organisations. *Journal of Management Inquiry*, 8(4):340-360
- Bouthillier, F. and Shearer, K., 2002. Understanding knowledge management and information management: the need for an empirical perspective. *Information Research*, 8(1) [Online] Available: <http://InformationR.net/ir/8-1/paper141.html> [cited 28 September 2005]
- Boyce, M.E., 1995. Collective centring and collective sense-making in stories. *Organization Studies*, 16(1):107-137
- Boyce, M.E., 1996. Organizational story and storytelling: a critical review. *Journal of Organizational Change Management*, 9(5):5-26
- Brown, J.S. and Duguid, P., 1998. Organizing knowledge. *California Management Review*, 40(3):90-111
- Brown, J.S. and Duguid, P., 2000a. *The social life of information*. Boston: Harvard Business School Press
- Brown, J.S. and Duguid, P., 2000b. Balancing act: how to capture knowledge without killing it. *Harvard Business Review*, 78(3):73-80
- Brown, J.S., Denning, S., Groh, K. and Prusak, L., 2005. *Storytelling in organisations: why storytelling is transforming the 21st century organisations and management*. Oxford: Butterworth – Heinemann
- BSI (British Standards Institute), 2003a. *Managing culture and knowledge: guide to good practice*. London: British Standards Institute

BSI (British Standards Institute), 2003b. *Knowledge management – vocabulary*. London: British Standards Institute

Buckler, S.A. and Zien, K.A., 1996. The spirituality of innovation: learning from stories. *Journal of Product Innovation Management*, 13(5):391-405

Cavaye, A., 1996. Case study research: a multi-faceted approach for IS. *Information Systems Journal*, 6(4):227-242

CBI (Confederation of British Industry), [Undated]. *PROBE*. [Online] Available: www.cbi.org.uk/probe [cited 11 March 2003]

CEN (Comité Européen de Normalisation), 2004. *European guide to good practice in Knowledge Management – Part 5: KM Terminology*. [Online] Available: www.cenorm.be [cited 27 September 2005]

Chase, R., 1997. The knowledge-based organisation: an international survey. *Journal of Knowledge Management*, 1(1):20-35

Chase, R., 2003. *MAKE awards*. [Online] Available: www.knowledgebusiness.com [cited 2 September 2003]

Cohen, D., 1998. Toward a knowledge context. *California Management Review*, 40(3):22-39

Collins English dictionary, 2000. New York: HarperCollins Publishers

Collison, C., 2004. *KM self-assessment*. [Online]. Available: <http://www.chriscollison.com/12f/whatiskm.html#assessment> [cited 9 September 2005]

Collison, C. and Parcell, G., 2001. *Learning to fly*. London: Capstone

Communicating the change. 2004. *Transformation*, May:12-16.

Crosby, P.B., 1979. *Quality is free*. New York: McGraw-Hill

Cross, R. and Baird, L., 2000. Technology is not enough: improving performance by building organisational memory. *MIT Sloan Management Review*, 41(2):54-62

Cusick, K., 1998. *Measuring success: presentation at ProjectWorld 1998*. [Online]. Available: www.secat.com [cited 11 March 2003]

Darke, P., Shanks, G. and Broadbent, M., 1998. Successfully completing case study research: combining rigour, relevance and pragmatism. *Information Systems Journal* 8(4):273-289

Davel, R. and Snyman, M.M.M., 2005. Influence of corporate culture on the use of knowledge management techniques and technologies. *South African Journal of Information Management*, 7(2). [Online] Available: www.sajim.co.za [cited 30 August 2005]

Davenport, T.H., 1998. *Some principles of knowledge management*. [Online] Available: www.bus.utexas.edu/kman/kmprin.htm#TOC [cited 21 April 2003]

Davenport, T.H., De Long, D.W. and Beers, M.C., 1998. Successful knowledge management projects. *MIT Sloan Management Review*, 39(2):43-57

Davenport, T.H., Harris, J.G., De Long, D.W. and Jacobson, A.L., 2001. Data to knowledge to results: building an analytic capability. *California Management Review*, 43(2):117-138

Davenport, T.H., Jarvenpaa, S.L. and Beers, M.C., 1996. Improving knowledge work processes. *MIT Sloan Management Review*, 37(2):53-65

Davenport, T.H., Thomas, R.J. and Cantrell, S., 2002. The mysterious art and science of knowledge worker performance. *MIT Sloan Management Review*, 43(3):23-30

Davenport, T.H. and Glaser, J., 2002. Just-in-time delivery comes to knowledge management. *Harvard Business Review*, 80(1):5-15

Davenport, T.H. and Prusak, L., 1997. *Information ecology: mastering the information environment*. New York: Oxford University Press

Davenport, T.H. and Prusak, L., 1998. *Working knowledge: how organisations manage what they know*. Boston: Harvard Business School Press

Davenport, T.H. and Prusak, L., 1999. Working the watercooler. *Across the Board*, 36(3):12

David, F.R., 1997. *Concepts of strategic management*. 6th edition. New Jersey: Prentice-Hall International

Davis, S. and Botkin, J., 1994. The coming of the knowledge-based business. *Harvard Business Review*, 72(5):165-171

De Jager, M. 1999. The KMAT: benchmarking knowledge management. *Library Management*, 20(7):367-372

Demarest, M., 1997. Understanding knowledge management. *Long Range Planning*, 30(3):374-384

Denning, S., 2000. *The springboard: how storytelling ignites action in knowledge-era organizations*. Boston: Butterworth-Heinemann

Denning, S., 2001. Narrative understanding. *Reflections*, 3(2):46-55

Denning, S., 2002. The narrative lens: storytelling in 21st century organizations. *Knowledge Directions*, 3(2):92-101

Denning, S., 2004a. *The squirrel*. San Francisco: Jossey-Bass

- Denning, S., 2004b. Telling tales. *Harvard Business Review*, 82(5):122-129
- Denning, S., 2004c. *Knowledge sharing at the World Bank*. [Online] Available: www.iaea.org/km/cnkm/papers/denningusa.pdf [cited 27 September 2005]
- Despres, C. and Chauvel, D., 1999. Knowledge management(s). *Journal of Knowledge Management*, 3(2):110-120
- Dixon, N.M., 2000. *Common knowledge*. Boston: Harvard Business School Press
- Dorner, R., Grimm, P. and Abawi, D.F., 2002. Synergies between interactive training simulations and digital storytelling: a component-based framework. *Computers and Graphics*, 26:45-55
- Drucker, P.F., 1988. The coming of the new organisation. In: *Harvard Business Review on Knowledge Management*. 1998. Boston: Harvard Business School Press:1-19
- Drucker, P.F., 1993. *Post-capitalist society*. New York: Harper Business
- Drucker, P.F., 2000. Knowledge-worker productivity. *California Management Review*, 41(2):79-95
- Earl, L., 2002. *Are we managing our knowledge?* [Online] Available: www.statcan.ca/english/ips/data/88f0006xie2002006.htm [cited 28 September 2005]
- Earl, M.J., 2001. Knowledge management strategies: toward a taxonomy. *Journal of Management Information Systems*, 18(1):215-233
- Earl, M.J. and Scott, I.A., 1999. What is a Chief Knowledge Officer? *MIT Sloan Management Review*, 40(2):29-38

Easterby-Smith M., Thorpe R. and Lowe, A., 1991. *Management research: an introduction*. London: Sage Publications

Edmond, G. and Tilley, E., 2002. *Beyond role play: workplace theatre and employee relations*. [Online] Available: <http://www.bond.edu.au/hss/communication/ANZCA/papers/GEdmondETilleyPaper%20.pdf> [cited 29 September 2005]

Edwards, J.S. and Shaw, D., 2004. *Supporting knowledge management with IT: proceedings of the IFIP TC8/WG8.3 International conference, 2004*. [Online] Available: http://vishnu.sims.monash.edu.au:16080/dss2004/proceedings/pdf/23_Edwards_Shaw.pdf [cited 27 September 2005]

EFQM (European Foundation for Quality Management), 1999. *Web site home page* [Online] Available: www.efqm.org [cited 23 September 2003]

Ehms, K. and Langen, M., 2002. *Holistic development of KM with the KMMM*. Siemens AG unpublished paper.

Eisenhart, M., 2001. Washington's need to know. *Knowledge Management Magazine* [Online] Available: www.kmmag.com [cited 21 June 2003]

Elliott, S. and O'Dell, C., 1999. Sharing knowledge and best practices. *Health Forum Journal*, 42(3):34-38

European KM Forum, 2002. *KM framework*, 2nd release. [Online] Available: www.knowledgeboard.com [cited 23 September 2005]

Faul, M. and Camacho, K., 2004. *Knowledge sharing toolkit*. [Online] Available: www.bellanet.org [cited 27 September 2005]

Faulkner, M., 2000. Benchmarking is no stroll in the park. *Customer Management*, Nov/Dec:50-52

Fouche, B. and Botha, D., 2002. Auditing organisational knowledge management practices. *ICTSI Forum*. [Online] Available: www.ictsi.org/forum/40 [cited 10 July 2003]

Gallagher, S. and Hazlett, S., 1999. *Using the Knowledge Management Maturity Model (KM³) as an evaluation tool*. [Online] Available: www.bprc.warwick.ac.uk/km028.pdf [cited 11 March 2003]

Garcia, S., [Undated] *Evolving improvement paradigms: Capability Maturity Models and ISO/IEC 15504*. [Online] Available: www.sei.cmu.edu [cited 11 March 2003]

Gardner, D. and Winder, C., 1998. Using benchmarking to improve organisational communication. *Quality Assurance*, 6:201-211

Gerson, K. and Horwitz, R., 2002. Observation and interviewing, In: *Qualitative research in action*, edited by T. May. London: Sage:199-223

Gill, P., 2001. Once upon an enterprise. *Knowledge Management Magazine*. [Online] Available: www.kmmag.com [cited 8 July 2003]

Gillham, B., 2000. *Case study research methods*. London: Continuum

Gold, A.H., Malhotra, A. and Segars, A.H., 2001. Knowledge Management: an organisational capabilities perspective. *Journal of Management Information Systems*, 18(1):185-214

Grant, R.M., 1996. Toward a knowledge based theory of the firm. *Strategic Management Journal*, 17(4):109-122

Grover, V. and Davenport, T.H., 2001. General perspectives on knowledge management: fostering a research agenda. *Journal of Management Information Systems*, 18(1):5-21

Haggie, K. and Kingston, J., 2003. *Choosing your knowledge management strategy*. [Online] Available: www.inf.ed.ac.uk/publications/online/0258.pdf [cited 27 September 2005]

Hannabuss, S., 2000. Narrative knowledge. *ASLIB Proceedings*, 52(10):402-413

Hansen, C.D. and Kahnweiler, W.M., 1993. Storytelling: an instrument for understanding the dynamics of corporate relationships. *Human Relations*, 46(12):1391-1402

Hansen, M.T., Nohria, N. and Tierney, T., 1999. What's your strategy for managing knowledge? *Harvard Business Review*, 77(2):106-120

Hattersley, M., 1997. The managerial art of telling a story. *Harvard Management Update*, U9701D.

Hiebeler, R.J., 1996. Benchmarking: knowledge management. *Strategy and Leadership*, 24(2):22-29

Hofer-Alfeis, J. and van der Spek, R., 2002. The knowledge strategy process - an instrument for business owners. In: *Knowledge management case book*, edited by T.H. Davenport and G.J.B. Probst, 2nd edition. Berlin: Publicis Corporate Publishing: 24-41

Hussey, J. and Hussey, R., 1997. *Business research*. Basingstoke: Palgrave

Ibarra, H. and Lineback, K., 2005. What's your story? *Harvard Business Review*, 83(1):65-71

ICOBC, (International Council of Benchmarking Co-ordinators) [Undated] *Web site home page* [Online]. Available: www.icobc.com [cited 11 March 2003]

ISO (International Organization for Standardization), 2005. Overview of the ISO system [Online]. Available: www.iso.ch/iso/en/aboutiso/introduction/index.html#four [cited 27 September 2005]

James, C.H. and Minnis, W.C., 2004. Organizational storytelling: it makes sense. *Business Horizons*, 47(4):23-32

Jankowicz, A.D., 2000. *Business research projects*, 3rd edition. London: Business Press

Jensen, R., 1999. *The dream society*. New York: McGraw Hill

Jensen, J.L. and Rodgers, R., 2001. Cumulating the intellectual gold of case study research. *Public Administration Review*, 61(2):236-246

Johnson, C., 1997. Leveraging knowledge for operational excellence. *Journal of Knowledge Management*, 1(1):50-55

Kaye, B. and Jacobson, B., 1999. True tales and tall tales. *Training and Development*, 53(3):44-52

Kazimi, J., Dasgupta, R.R. and Natarajan, G., 2002. *The rise, fall and rise of knowledge management*. [Online] Available: www.zensar.com/pdfs/km2.pdf [cited 9 September 2005]

Klimko, G., 2000. *Knowledge management and maturity models: building common understanding*. [Online] Available: [http://informatika.bke.hu/bke_web_new/db/kutatas.nsf/0/b1b19999f83faf59c1256ced004fa899/\\$FILE/Knowledge%20Management%20and%20Maturity%20Models.doc](http://informatika.bke.hu/bke_web_new/db/kutatas.nsf/0/b1b19999f83faf59c1256ced004fa899/$FILE/Knowledge%20Management%20and%20Maturity%20Models.doc) [cited 7 October 2003]

KMCI (Knowledge Management Consortium International), [Undated]. *Position statement on issues in KM standards and certification*. [Online] Available: www.kmci.org/PressRelease/KmciPositionState.htm [cited 26 September 2003]

Koch, R., 1995. *Financial Times guide to strategy*. London: FT Pitman Publishing

Kochikar, V.P., 2000. *The knowledge management maturity model: a staged framework for leveraging knowledge*. [Online] Available: www.infosys.com/knowledge_capital [cited 26 September 2003]

Kouzman, A., Loffler, E., Klages, H. and Korac-Kakabadse, N., 1999. Benchmarking and performance measurement in public sectors: towards learning for agency effectiveness. *International Journal of Public Sector Management*, 12(2):121-129

Kruger, C.J. and Snyman, M.M.M., 2005. Formulation of a strategic knowledge management maturity model. *South African Journal of Information Management*, 7(2) [Online] Available: www.sajim.co.za [cited 30 August 2005]

Kumba Resources, 2002a. *Annual Report*. Pretoria: Kumba Resources

Kumba Resources, 2002b. *Breaking Ground*. Pretoria: Kumba Resources

Kumba Resources, 2003a. *Annual Report*. Pretoria: Kumba Resources

Kumba Resources, 2003b. *Breaking Ground*. Pretoria: Kumba Resources

Kumba Resources, 2004a. *Annual Report*. Pretoria: Kumba Resources

Kumba Resources, 2004b. *Breaking Ground*. Pretoria: Kumba Resources

Kumba Resources, 2004c. *SHEQ Vibes*. Pretoria: Kumba Resources

Kumba Resources, 2005a. *Knowledge Management team leaflet*. Pretoria: Kumba Resources

Kumba Resources, 2005b. *Breaking Ground*. Pretoria: Kumba Resources

Kumba Resources, [Undated] *Kumba Resources web site* [Online] Available: www.kumbarresources.com [cited 8 August 2005]

Kurtz, C.F. and Snowden, D.J., 2003. The new dynamics of strategy: sense-making in a complex and complicated world. *IBM Systems Journal*, 42(3):462-483

LaPorte, B., [Undated] *Knowledge is currency at the World Bank*. [Online]. Available: www.worldbank.org/ks/document/k_is_currency.pdf [cited 18 March 2003].

Leedy, P. and Ormrod, J.E., 2001. *Practical research: planning and design*, 7th edition. New Jersey: Prentice-Hall

Leonard, D., 1995. *Wellsprings of knowledge*. Boston: Harvard Business School Press

Liebowitz, J. and Chen, Y., 2004. Knowledge sharing proficiencies: the key to knowledge management. In: *Handbook on knowledge management*, edited by C. W. Holsapple. New York: Springer: 409-424

Loss of 400 jobs to help Kumba drive down costs. 2004. *Business Day*, 8 October

Malhotra, Y., 2002. *Knowledge roles: the CKO and beyond*. [Online] Available: www.yogeshmalhotra.com [cited 26 September 2003]

Manville, B. and Foote, N., 1996. Strategy as if knowledge mattered. *Fast Company*, (2):66-68

Martin, J., Feldman, S., Hatch, M.J. and Sitkin, S.B., 1983. The uniqueness paradox in organizational stories. *Administrative Science Quarterly*, 28(4):438-453

McAdam, R. and McCreedy, S., 1999. A critical review of knowledge management models. *The Learning Organisation*, 6(3):91-101

McKeen, J.D. and Staples, D.S., 2001. *Knowledge managers: who they are and what they do*. Kingston: Queen's University

McLellan, H., 2002. *Introduction to corporate storytelling*. [Online] Available: www.tech-head.com/cstory1.htm [cited 14 July 2003]

Merriam-Webster's collegiate dictionary. 2002. New York: Merriam-Webster

Miles, M.B. and Huberman, A.M., 1994. *Qualitative data analysis*, 2nd edition. London: Sage

Mitroff, I.I. and Kilman, R.H., 1975. Stories managers tell: a new tool for organizational problem solving. *Management Review*, 6:18-28

Mouton, J., 2001. *How to succeed in your master's and doctoral studies*. Pretoria: Van Schaik

Myers, M.D., 1997. *Qualitative research in information systems*, [Online] Available www.qual.auckland.ac.nz/ [cited 30 September 2003]

Ndlela, L.T. and du Toit, A.S.A, 2001. Establishing a knowledge management programme for competitive advantage in an enterprise. *International Journal of Information Management*, 21(2):151-165

Niessink, F., Clerc, V. and van Vliet, H., 2002. *The IT service capability maturity model*. [Online] Available: www.itservicecmm.org [cited 25 March 2003]

Nonaka, I., 1991. The knowledge-creating company. *Harvard Business Review*, 69(6):96-105

Nonaka, I., 1994. A dynamic theory of organisational knowledge creation. *Organization Science*, 5(1):14-37

- Nonaka, I. and Konno, N., 1998. The concept of “Ba”: building a foundation for knowledge creation. *California Management Review*, 40(3):40-54
- Nonaka, I. and Takeuchi, H., 1995. *The knowledge creating company: how Japanese companies create the dynamics of innovation*. New York: Oxford University Press
- O’Dell, C., 2002. *Knowledge Management: what’s now and what’s next*. [Online] Available www.chips.navy.mil/archives/02_winter/index2_files/knowledge_management.htm [cited 30 September 2003]
- O’Dell, C. and Grayson, C.J., 1998. If only we knew what we know. *California Management Review*, 40(3):154-174
- O’Dell, C. and Grayson, C.J., 1999. Knowledge transfer: discover your value proposition. *Strategy and Leadership*, 27(2):10-15
- O’Dell, C. and Grayson, C.J., 2004. Identifying and transferring internal best practices. In: *Handbook on knowledge management*, edited by C.W. Holsapple. New York: Springer:601-622
- O’Dell, C., Wiig, K. and Odem, P., 1999. Benchmarking unveils emerging knowledge management strategies. *Benchmarking*, 6(3):202-212
- Page, C. and Meyer, D., 2000. *Applied research design for business and management*. Roseville: McGraw-Hill
- Parkin, M., 2004. *Using storytelling to develop people and organisations*. London: Kogan Page
- Patton, M.Q., 2002. *Qualitative research and evaluation methods*, 3rd edition. London: Sage Publications

Paulzen, O. and Perc, P., 2002. *A maturity model for quality improvement in knowledge management: proceedings of the 13th Australasian Conference on Information Systems*. Melbourne: Australasian Conference on Information Systems: 243-253

Perry, C., 2001. Case research in marketing. *The Marketing Review 2001*. [Online] Available www.themarketingreview.com [cited 30 September 2003]

Pommier, M.J.L., [Undated] *The eight pillars of knowledge sharing: how the World Bank launched a knowledge management program*. [Online] Available: www.knowledgepoint.com.au/knowledge_management/Articles/KM_MP001a.htm [cited 28 September 2005]

Porter, M.E., 1980. *Competitive strategy*. New York: The Free Press

Powell, R.R., 1997. *Basic research methods for librarians, 3rd edition*. London: JAI Press

Prusak, L., 2001. Where did knowledge management come from? *IBM Systems Journal*, 40(4):1002-1007

Quinn, J.B., 1992. *Intelligent enterprise: a knowledge and service based paradigm for industry*. New York: The Free Press

Ready, D.A., 2002. How storytelling builds next-generation leaders. *MIT Sloan Management Review*, 43(4):63-70

Reamy, T., 2002. Imparting knowledge through storytelling. *KM World*, 11(7). [Online] Available: www.kmworld.com [cited 14 July 2003]

Roth, G. and Kleiner, A., 1997. How to make experience your company's best teacher. *Harvard Business Review*, 75(5):172-178

- Ruggles, R., 1998. The state of the notion: knowledge management in practice. *California Management Review*, 40(3):80-89
- Rumizen, M.C., 2002. *The complete idiot's guide to knowledge management*. Madison: CWL Publishing Enterprises
- SAEF (South African Excellence Foundation), [Undated] *Web site home page* [Online] Available: www.saef.co.za/asp/home/default.asp [cited 6 October 2003]
- SAI (Standards Australia International), 2001. *Knowledge management: a framework for succeeding in the knowledge era*. Sydney: Standards Australia International
- SAI (Standards Australia International), 2003. *Interim Australian standard: knowledge management*. Sydney: Standards Australia International
- Sandrock, J., 2004. *Creating a competent community*. [Online] Available: www.ikmagazine.com [cited 20 May 2005]
- Saunders, M., Lewis, P. and Thornhill, A., 2000. *Research methods for business students*. Cape Town: Pearson Education
- Scholtz, H., 2003. Why business needs a story. *People Dynamics*, June: 8-11
- SECAT (Systems Engineering Capability Assessment and Training LLC), 1998. *Why would you want to use a capability maturity model?* [Online] Available: www.secat.com [cited 11 March 2003]
- SEI (Software Engineering Institute), 2002. *CMM-I frequently asked questions*. [Online] Available www.sei.cmu.edu [cited 16 October 2003]
- Senge, P., 1990. *The fifth discipline: the art and practice of the learning organization*. New York: Doubleday
- Senge, P., 1998. The knowledge era. *Executive Excellence*, 15(1):15-16

- Senge, P., 1999. Sharing knowledge. *Executive Excellence*, 16(9):6-7
- Shah, S. and Patrick, K., 2002. Have you heard the one about. *Update*, 1(7):41-41
- Shaw G., Brown R. and Bromiley P., 1998. Strategic stories: how 3M is rewriting business planning. *Harvard Business Review*, 76(1):41-50
- Six Sigma, [Undated] *Six Sigma questions and answers*. [Online] Available <http://www.isixsigma.com> [cited 6 October 2003]
- Skyrme, D., [Undated] *KM standards, do we need them?* [Online] Available www.skyrme.com/updates/u65_f1.htm: [cited 26 September 2003]
- Skyrme, D., 1998. *Developing a knowledge strategy*. [Online] Available: www.skyrme.com/pubs/knwstrat.htm [cited 28 September 2005]
- Skyrme, D., 2000. *Knowledge management assessment tool*. [Online] Available: www.skyrme.com [cited 21 April 2003]
- Skyrme, D. and Amidon, D., 1998. The measures of success. *Journal of Business Strategy*, 17(1):20-24
- Smart, G., 1999. Storytelling in a central bank: the role of narrative in the creation and use of specialized economic knowledge. *Journal of Business and Technical Communication*, 13(3):249-273
- Smith, H.A. and McKeen, J.D., 2003. *Developing and aligning a KM strategy*. [Online] Available: www.busdiness.queensu.ca/kbe [cited 27 September 2005]
- Snowden, D.J., 1999a. The paradox of story: simplicity and complexity in strategy. *Journal of Strategy and Scenario Planning*, 1(5):24-32

- Snowden, D.J., 1999b. A framework for creating a sustainable programme. In: *Knowledge management: a real business guide*. London: Caspian Publishing:7-17
- Snowden, D.J., 2000a. New wine in old wineskins: from organic to complex knowledge management through the use of story. *Emergence*, 2(4):50-64
- Snowden, D.J., 2000b. *Storytelling and other organic tools for Chief Knowledge and Learning Officers*. [Online] Available: <http://www.traininguniversity.com/magazine/articles/snowden.asp> [cited 14 July 2003]
- Snowden, D.J., 2000c. The art and science of story or are you sitting comfortably? *Business Information Review*, 17(4):215-226
- Snowden, D., 2002. Complex acts of knowing: paradox and descriptive self-awareness, *Journal of Knowledge Management*, 6(2):1-13
- Snyman, M.M.M. and Kruger, C.J., 2004. The interdependency between strategic management and strategic knowledge management. *Journal of Knowledge Management*, 8(1):5-19
- Sole, D., 2002. Sharing knowledge through storytelling. *Harvard Graduate School of Education* [Online] Available: <http://lila.pz.harvard.edu> [cited 14 July 2003]
- Sole, D. and Wilson, D., 2002. *Storytelling in organisations*. [Online] Available: <http://lila.pz.harvard.edu> [cited 14 July 2003]
- Stake, R.E., 1995. *The art of case study research*. London: Sage Publications
- Stewart T.A., 1997. *Intellectual capital: the new wealth of organisations*. New York: Doubleday
- Stewart, T.A., 1998. The cunning plots of leadership. *Fortune*, 138(5):165-166

Stewart, T.A., 2002. The case against knowledge management. *Business 2.0*, 3(2):80-84

Struwig, S.W. and Stead, G. B., 2001. *Planning, designing and reporting research*. Cape Town: Pearson Education

Sveiby, K-E., 1997. *The new organisational wealth: managing and measuring intangible assets*. San Francisco: Berrett Koehler

Sveiby, K-E., 2001. A knowledge-based theory of the firm to guide strategy formulation. *Journal of Intellectual Capital*, 2(4):344-358

Swap, W., Leonard, D., Shield, M. and Abrams, L., 2001. Using mentoring and storytelling to transfer knowledge in the workplace. *Journal of Management Information Systems*, 18(1):95-114

Szulanski, G., 1996. Exploring internal stickiness: impediments to the transfer of best practice within the firm. *Strategic Management Journal*, 17(4):27-43

Szulanski, G. and Winter, S., 2002. Getting it right the second time. *Harvard Business Review*, 80(1):62-69

Teece, D., 1998. Capturing value from knowledge assets: the new economy, markets for know-how and intangible assets. *California Management Review*, 40(3):55-79

Tellis, W., 1997. Introduction to case study. *The Qualitative Report*, 3(2). [Online] Available: www.nova.edu/ssss/QR/QR3-2/tellis1.html [cited 30 September 2003]

TFPL., 1999. *Skills for knowledge management*. London: TFPL

TFPL., 2003. *Knowledge and information management: specific skills framework*. [Online] Available: http://www.tfpl.com/skills_development/kim_competency_dictionary.cfm [cited 8 August 2005]

Tiwana, A., 2000. *The knowledge management toolkit: practical techniques for building a knowledge management system*. Upper Saddle River: Prentice Hall

Toffler, A., 1990. *Powershift: knowledge, wealth and violence at the edge of 21st century*. New York: Bantam Books

TotalKm.com, [Undated]. *Knowledge management tools and techniques of a corporate environment*. [Online] Available: www.totalkm.com/corptools.shtml [cited 28 September 2005]

Van den Berg, H. and Snyman, M.M.M., 2003. Managing tacit knowledge in the corporate environment: communities of practice. *South African Journal of Information Management*, 5(4). [Online] Available: www.sajim.co.za [cited 3 May 2004]

Von Krogh, G., Ichijo, K. and Nonaka, I., 2000. *Enabling knowledge creation*. Oxford: Oxford University Press

Von Krogh, G., Nonaka, I. and Aben, M., 2001. Making the most of your company's knowledge: a strategic framework. *Long Range Planning*, 34(4):421-439

Voss, C., Blackmon, K., Chase, R., Rose, B. and Roth, A., 1997. *Achieving world-class service*. London: Severn Trent

Waldron, D.G. 1999. *Manufacturing strategy: what does it take to be world-class?* [Online] Available: www.sba.muohio.edu/abas/1999/waldroda.pdf [cited 23 September 2003]

Weil, E., 1998. *Every leader tells a story*. [Online] Available: www.fastcompany.com/online/15/rftf.html [cited 31 March 2003]

Welles, E.O., 1996. *Why every company needs a story*. [Online] Available: www.inc.com/articles/finance/capital/vent_capital/1658.html [cited 19 March 2003]

- Welman, C. and Kruger, F., 1999. *Research methodology for the business and administrative sciences*. Cape Town: Oxford University Press
- Wenger, E., 2000. Communities of Practice: the structure of knowledge stewarding. In: *Knowledge horizons: the present and the promise of knowledge management* edited by C. Despres and D. Chauvel. Boston: Butterworth Heinemann:205-224
- Wensley, A. and Verwijk-O'Sullivan, A., 2000. Tools for knowledge management. In: *Knowledge horizons: the present and the promise of knowledge management*, edited by C. Despres and D. Chauvel. Boston: Butterworth Heinemann:113-129
- Wilkins, A.L., 1984. The creation of company cultures: the role of stories and human resource systems. *Human Resource Management*, 23(1):41-60
- Yin, R.K., 1994. *Case study research: design and methods*, 2nd edition. Thousand Oaks: Sage
- Zack, M.H., 1999a. Developing a knowledge strategy. *California Management Review*, 41(3):125-145
- Zack, M.H., 1999b. Managing codified knowledge. *MIT Sloan Management Review*, 40(3):45-58
- Zack, M.H., 2002. *Developing a knowledge strategy: epilogue*. [Online] Available: <http://web.cba.neu.edu/~mzack/articles/kstrat2.htm> [cited 21 April 2003]