Insight: Effective Way of Knowledge Sharing

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ABSTRACT

This application enables consumers or users to gain knowledge about electrical utilities and to locate service providers in their area quickly. When someone is transferring from one location to another, because nowadays everyone wants to save time and solve their concerns as quickly as possible. The categories and characteristics of a certain product or service will be added by the administrator. He'll also include service providers depending on the city's most prominent areas. Users will register and submit queries or service requests in accordance with the admin's services. The questions will be given to the service provider, who will attempt to resolve them and offer information about them.

Keywords— *Knowledge Management, Knowledge Sharing, feedback customer.*

1. INTRODUCTION

Electrical utility services are responsible for the design, location, building, servicing, repair, and inspection of electrical utility infrastructure, substations, and transmission and distribution lines, among other things. Electrical utility services come in a variety of forms. Rural utility service, underground utility finding service, electrical services, electrical contractor services, and public electric utility service are all examples of this type of service. Electrical contractor services cover a wide range of tasks, from repairing a single outlet to replacing entire electrical systems. To guarantee the safety of personnel, customers, and the general public, electrical utility services adhere to electrical and utility safety regulations. Electrical utility services should follow the Electrical and Utilities Safety Association's guidelines.

In emerging markets, a company's competitive advantage is critical to its success. Many businesses have lost sight of their competitive advantage in order to grow and compete against domestic and international competition. As a result, many businesses aim to acquire it through knowledge management. While firms must exploit their knowledge both internally and externally to gain and maintain a competitive advantage, they encounter numerous challenges in managing knowledge. This thesis examines the issues and barriers to knowledge management, as well as how service companies employ knowledge management to increase efficiency.

In the manufacturing industry, the Product-Service System (PSS), which tightly integrates products and services while providing high-value-added to customers, is gaining traction. As previously stated, it is critical for designers to consider product and service design uniformity during the preliminary design stage. As a result, during the PSS design process, we should think about the following questions:

The creation of a collaborative product and service design platform for the majority of people to participate in. Based on the excavation of the above challenges, this paper will develop an acceptable framework between the information needed in product design and service design, and will offer designers with a product design and service design knowledge management system based on this framework.

knowledge management practice in PSS based on literature, and presents propositions for both academia and practitioners from the perspective of product lifecycle. In particular, we look at knowledge requirement, knowledge reuse, and knowledge sharing throughout the entire

product lifecycle. Our findings suggest those more appropriate knowledge representation manners and standard knowledge representation form, the identification and classification of the most important knowledge for different stakeholders, and balanced application of personalization and codification strategy will be very important for companies in PSS domain to manage knowledge.

2. LITERATURE SURVEY

[1]. Author: PaweenPusaksrikit Tutor: Jorgen LindhJonkoping: June 2006. "How does Knowledge Management improve the Service Industry".

Competitive advantage is important for a company's performance in emerging markets. Many companies lost sight of competitive advantage to grow and compete with domestic and global competitors. Thus, many companies try to gain it from managing knowledge. However, while the companies have to leverage their knowledge internally and externally to create and sustain a competitive advantage, they have to face many problems to manage knowledge. This thesis takes a critical look at problems and barriers of managing knowledge as well as how the service companies use knowledge management to improve their efficiency.

[2]."IEEEPES Sharing Knowledge on Electrical Energy Industry". Authors:AleksiPaaso, Director, Distribution Planning, Smart Grid & Innovation, Commonwealth Edison Company (ComEd). Posted on 20 May 2020

The IEEE Power and Energy Society (PES) Industry Technical Support Leadership Committee (ITSLC) prepared a knowledge sharing whitepaper to collect practical experiences from electric utilities and system operators around the world. This presentation will provide an overview of the whitepaper's results. Generating, transmitting and distributing electricity is a critical service, not just for the industry, but for the communities who rely upon safe, reliable power. The ideas, strategies, and best practices emerging in the energy industry during this crisis also have the potential to provide insight on how the industry can evolve to meet a transforming electric grid in an increasingly digital world.

[3] "Knowledge Management at General Electric: A Technology Transfer Case Study". Authors: Richard V. McCarthy, Jay E. Aronson, August 2004.

Knowledge management is the active transfer of knowledge throughout an organization. Such organizations may be corporations, non profit organizations, governments, or international agencies. It involves the capture, refinement, storage, and dissemination of knowledge. Essentially, the goal of knowledge management is to enable the successful transfer of the right knowledge to the right people, in the right format, at the right time. Methodologies for knowledge management can and should be utilized by international organizations.

We describe how General Electric Corporation (GE) has implemented knowledge management to enable technology transfer in an international organization. GE has demonstrated that knowledge management systems can have an immediate impact, and financial benefit to international organizations that have a willingness to embrace a knowledge sharing culture. They were able to leverage their knowledge, in a global sense, to create significant returns. We conclude with an evaluation of how other firms can utilize the GE approach.

3. PROPOSED METHOD

In The Propose System, user or customer need not visit the service center and easily get the knowledge they simply can register into the application by giving their location. It is as simple as that the added service providers in that location will receive the user queries whenever the user sends it. Thereafter he can respond over to the user and also he give the address and if the response is not satisfactory he can give the feedback to the admin.

4. System Architecture

Admin login with the valid username and password.After that he can add and view Categories, Products, Service Providers. While adding Service Providers the admin must give the location of the Service Providers. Admin can also have the access to view the feedback from the user about service provider and he can also block him. The user must be registered and login with their Email and Password. After logging, the user will select the Category and Service and send a query to the Service Provider. After the query is sent, the user will wait for the service provider solution and if he satisfies that is okay

if not he can give feedback to admin. Service Provider login with their Email and Password. After logging, Servicer view the User queries or requests based on that he responds and provides a Solution to the User.

Architecture diagram.
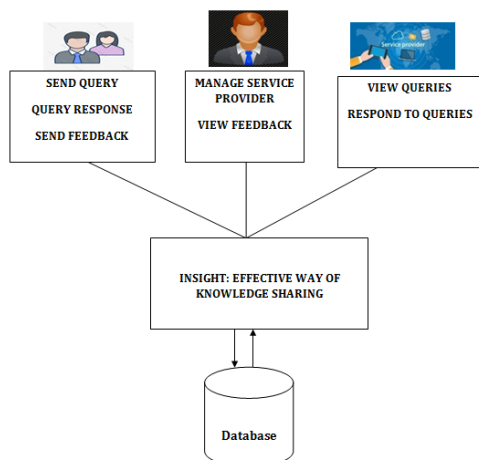
5. Result.

During the research, the respondents were first presented with phrases regarding the perception of trust which allowed them to present their opinions on the meaning of this concept .

The survey questionnaire used the approach developed in the literature

The problem of gaining knowledge on service utilities is difficult, but it can be easily done with a Knowledge Sharing on Electrical Utilities application like this. Well experienced Service providers given knowledge on Electrical Utilities to the Customer. So that customer can get knowledge on Electrical Utilities.

6. CONCLUSION.

Technology has made significant progress over the years to provide consumers get a better Knowledge and will continue to do so for years to come and the Implementation of a formalized, structured approach to the capture of process knowledge was adopted, facilitating the transition from the knowledge acquisition phase of the project to the knowledge representation phase using the KADS methodology. The use of web technology as an effective environment in which to represent, distribute and provide access to the captured knowledge has been demonstrated. The use of this technology as a vehicle for the all-important validation stage of the knowledge engineering process also proved invaluable in the progressive development of the DEKAS system. Future activity will concentrate on further design, development and

implementation of knowledge-based support, in particular CBR, to enhance the management and utilization of data, information and knowledge within the protection design and application processes of both companies.

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