

# Contributions on Knowledge Management in Mechanical Engineering

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## ABSTRACT

Knowledge management (KM) has become an effective way of managing organization's intellectual capital or, in other words, organization's full experience, skills and knowledge that is relevant for more effective performance in future. The paper proposes a knowledge management to achieve a competitive control of the machining systems. Then an application of Knowledge Management in engineering has been attempted to explain. The model can be used by the manager for the choosing of competitive orders.

**Keywords**—*knowledge management, mechanical engineering, information technology, machining system, marketing knowledge, competitive management*

## I. Introduction

The market dynamics is further passed to the mode of operation and management. In a knowledge-based society and economy, operations such as determining the relevant information and aggregating them into pieces of knowledge must be automated, because in such a complex and unpredictable environment, they are indispensable tools for creating, searching and structuring knowledge.

The interaction between the economic environment and the manufacturing system is a major source of knowledge about the economic environment and the manufacturing system themselves [5]. Consequently, it is necessary to exist a knowledge management system to avoid increased costs, waste of time and increased errors.

The recognition of the Knowledge Management (KM) imperative will provide an impetus for enterprise to understand and nurture their knowledge resources and activities.

KM has assumed a broad range of meanings from its inception; however, most of the published material remains ambiguous and provides little empirical evidence to support a specific definition for the knowledge management concept. KM has been acknowledged as being important to competitive advantage and organizational progress.

Thus, a clear understanding and agreement about KM should prove to be of great value for enterprises. As enterprises strive to create a competitive advantage with their products and services, they continue to contemplate the KM concept and the impact on organizational success.

In a effort to define KM, enterprises must determine which corporate knowledge should be harvested, organized managed and shared. A general definition has been 'getting the right information to the right people at the right time' in order for them to make better decisions.

Knowledge management implementation is an advantage for the enterprise from viewpoint of the competitiveness. The new knowledge will be used both in the enterprise management and to develop new products and new services or make important changes in the business decisions.

By means of learning, the enterprise which uses the knowledge able to adapt and respond continuously to the changes of the business environment.

An important goal of KM is seen to be the sharing of best practice. So, by the improving the flow of knowledge through the enterprise can be obtained the following benefits: the sharing of the best practice around business processes; the ability to respond more effectively to customer demands.

Due to technology facilitates the rapid exchange of information, the pace of acquisition is growing exponentially in both large and small enterprises. The vast amounts of knowledge possessed by the enterprises are spread across countless structured and unstructured sources.

To improve processes and bring new products to the market faster and more cheaply, the enterprises have to identify, make available and apply this knowledge. Thus, information must be understood, organized and transformed for problems solving. Consequently, information transformed in product is knowledge and coordination of this kind of knowledge is made by means of knowledge management.

As shown above, the manufacturing industry faces the challenge of responding quickly to the ever-changing requirements of customers. It is necessary that in these high competitive environments, enterprises to control production system dynamics of such as:

- change in the product types and variants;
- change in the production quantities.

Enterprises have to develop and implement more responsive and flexible manufacturing systems based on knowledge. By this way, they can respond to outgoing and difficult to predict change in production requirements and make products with high quality, low cost and fast delivery.

## II. Related Literature

The paper is related to several strands of literature.

To be competitive organizations should react adequately, interpret non-standardized information for problem solving and decision making, as well as change their infrastructure and management strategies [8]. Usually there are a lot of information and knowledge within organizations, but at the same time many of them (service organizations, in particular) are "information rich and knowledge poor." The information and knowledge assets, often called an "intellectual capital," i.e., knowledge that can be converted into value, make a great potential for organizations if utilized well [1].

Knowledge management (KM) has become an effective way of managing organization's intellectual capital or, in other words, organization's full experience, skills and knowledge that is relevant for more effective performance in future.

Studies in KM mainly focus on organizational knowledge captured in corporate and/or organizational memories [2], and on the development of knowledge management systems (KMS). However these initiatives in organizations have often run into difficulties mainly because the expansion of individual's personal tacit knowledge to knowledge of organization as a whole causes implementation problems.

The paper [6] is concerned with a application of knowledge management on the mechatronic system. The Internet –based CNC machining center has been considered and its knowledge management model has been prepared. The model prepared has been analyzed for machining performance of the manufacturing system. The architecture of KM model of internet – based mechatronic system is presented in the Fig.1.

The system presented in this paper consists of KM model (PC), mechatronic system (CNC machining center), user unit (PC, SMS) and data, information converter unit. KM model consists of knowledge bank compare, internet and network connection, commentary and management units. Operations of CNC Machining Center which is the main production unit of the system can be controlled both by the machine tool control panel and by e-mail, network from distant places. Also, the machine tool equipped with a lot of sensors so that the machine tool performance can be monitored and unexpected conditions can be controlled.

Motivated by the literature discussed above, this paper presents a knowledge management structure of the machining system to provide competitiveness of the enterprise.

## III. Knowledge Management in Engineering

Knowledge-based engineering is an engineering methodology in which knowledge about the product, the techniques used in design, analysis, and manufacturing, is stored in a special product model [23].

Knowledge discovery in databases (KDD) is the non-trivial process of identifying valid, novel, potentially useful, and ultimately understandable patterns in data. It can acquire implicit and useful knowledge in large scale datasets, and involves an integration of multiple disciplines such as statistics, artificial intelligence, machine learning, pattern recognition, etc. KDD has had great success in commercial areas, and has begun to be used in knowledge acquisition of engineering disciplines. The overall KDD process includes data selection, data preprocessing, data transformation, data mining, interpretation, and evaluation, as shown in Fig. 2 [21].

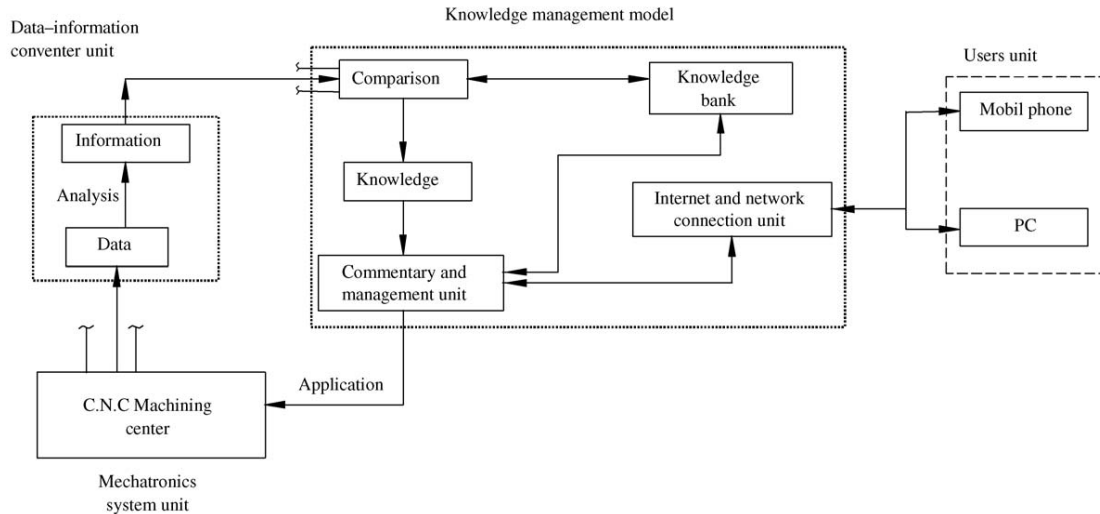


Fig.1 System diagram of KM of internet – based mechatronic system

Defining data, information and knowledge is difficult. It is possible to distinguish between data, information and knowledge on base of external means or from the perspectives of the user.

In [6] it is shown that, data are considered as raw facts, information is regarded as an organized set of data, and knowledge is perceived as meaningful information.

Data consists of symbols that represent objects, events, and their properties. Information is data that has been made useful. Information answers who, what, where, when, and how many questions. Information is helpful in deciding what to do, not how to do it.

Knowledge consists of instructions and know-how. Knowledge answers how questions. Knowledge is more than information. Information is data organized into meaningful patterns. Information is transformed into knowledge when a person or an intelligence system reads, understands, interprets and applies the information to a specific work function.

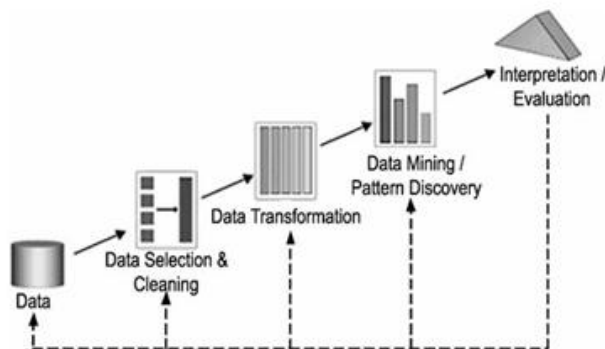


Fig. 2 The process of knowledge discovery

One person's or one intelligence system's knowledge can be another person's or intelligence system's information. If the information can not be applied to anything, it remains just information.

However, a person can take that same information, understand it and interpret it in the context of previous experience, and apply to anything, it is transformed to knowledge.

Information is becoming ever more important in engineering. It is not suitable to use data, information and knowledge conventionally. That is there is conceptual confusion. Also, today's technological products need interaction between different disciplines. So the confusion increases more. At the multidisciplinary engineering system, any discipline contains some information peculiar to system. However, most of the information mean essentially same even if they are expressed in different terms in different disciplines. Therefore, the available information must be evaluated, simplified and transformed into usable form that is knowledge.

Next, the knowledge is coordinated and connected with the system. So, a kind of know-how is acquired for the technological product. This case is generally based on a model, while it has special characteristics. An example of machining system has been analyzed in the following section. The model produced by technical

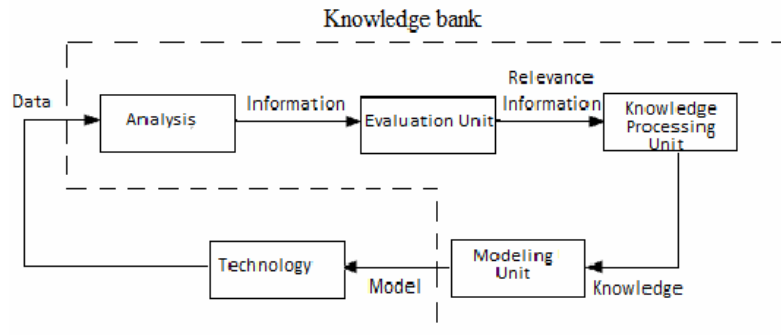


Fig. 3 KM model

knowledge which is acquired by the interaction of data, information and knowledge, by the coordination and the application of them on engineering system. KM model is presented in Fig. 3. KM is a comprehensive process of knowledge creation, knowledge validation, knowledge presentation, knowledge distribution and knowledge application. When KM model is applied by the enterprise into its production process it is obtained increasing competitiveness of the product in the market. That is KM model can be used for every stage of the engineering works such as design, manufacture, maintenance and repair.

#### IV. Conclusion

Today, information has become more important. Even data, information and knowledge are often used as if they have same meaning. This problem raises difficulties in engineering. It is necessary to exist a knowledge management system to avoid increased costs, waste of time and increased errors.

Knowledge-based engineering is an engineering methodology in which knowledge about the product, the techniques used in design, analysis, and manufacturing, is stored in a special product model.

In this paper the model of the knowledge management of the mechanical engineering was proposed.

Using and comparing marketing knowledge with stored and updated ones the machining model is carried out, analyzed and on its basis are generated instructions regarding the progress of the machining process in order to obtain maximum competitiveness.

By modeling and simulations, the manager can decide if the order is accepted and control the machining system to satisfy the customer demands.

To achieve these objectives, the competitive management uses the reinforcement learning to get to know the market and the unsupervised on-line learning technique to get to know the machining system.

Note that we propose to give managers a knowledge management model, so that they can interact with the economic environment (market).

This knowledge management model represents a technical-economic model that can be used for competitive management of the manufacturing process without requesting experiments and based on the extraction of the knowledge from the previous experience.

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