SOLUTIONS PRIORITIZATION OF MANAGEMENT KNOWLEDGE, WITH FUZZY QFD APPROACH (CASE STUDY: MARTYR BEHESHTI HOSPITAL OF SHIRAZ)

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ABSTRACT

One of the parts of the Iranian government which is more Knowledge-Based and it assigns a large portion of government resources is the hospital management. Health services to patients is a complex endeavor, which increasingly depends on knowledge and information, and the like, of human, material and financial resources, they need to manage. Knowledge and information is also considered a resource that must be managed efficiently by the administrator of health services. In order to implement knowledge management in organizations, sometimes, we face the difficulties and the gaps between current and desired state of knowledge, and Inability to identify and solve this gap, before the implementation of knowledge management initiatives, a major adverse impact on the implementation and enforcement of them. Therefore, the analysis of the needs assessment activities, implementation of knowledge management systems and identify barriers that seem to be necessary. The aim of this study is the priority of knowledge management solutions, after identifying the needs, the martyr Beheshti hospital emergency department in Shiraz, in order to identify gaps and the barriers, organizational knowledge, and attempts to fix them, the efficiency of the capital human services, with more added value, and satisfaction of patients and staff. Fuzzy QFD techniques used to achieve this goal. This technique is a tool that can help in the proper manner, customers' expectations in every system, in the form of services or products of that system.

KEYWORDS: knowledge management, requirements management, knowledge management solutions, quality function deployment, fuzzy logic
References


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