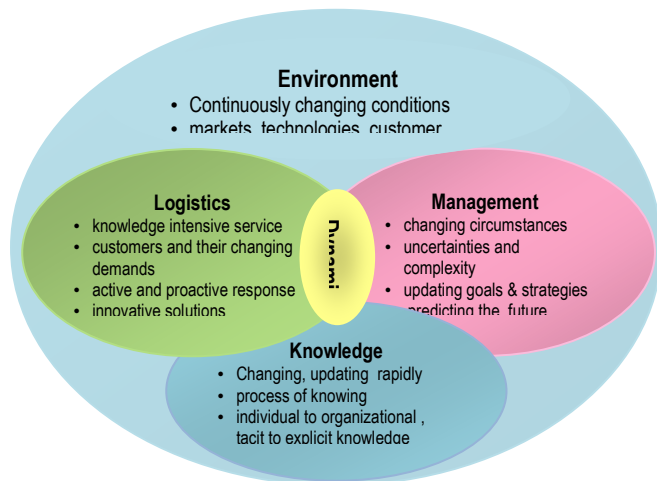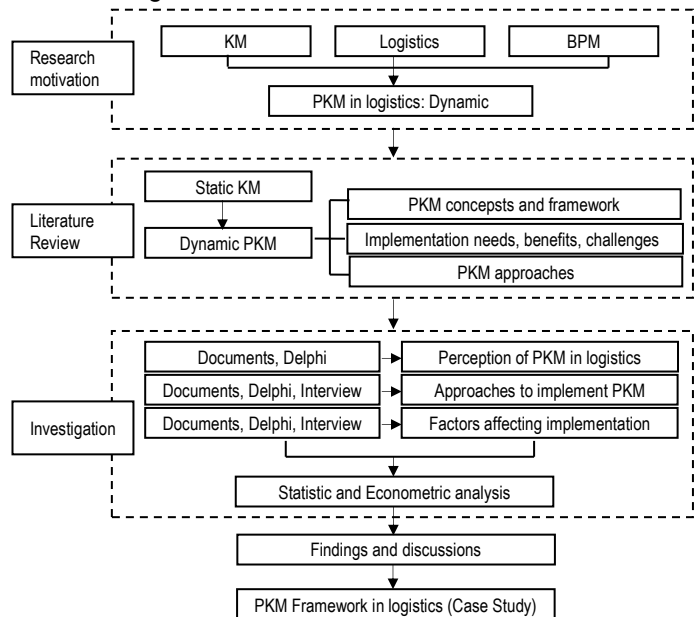# Process-oriented Knowledge Management in Business Logistics: A Dynamic Perspective

Since the 1990s, logistics and supply chain management have become powerful sources for enterprises to gain competitive advantages. Knowledge based resources contribute extensively to business performance in a dynamic, fast changing environment. It is more and more obvious that logistics is knowledge intensive service.

Logistics is also process-oriented, and knowledge in the business processes becomes important. It is crucial to integrate Knowledge Management (KM) and Business Process Management (BPM) as Process-oriented Knowledge Management (PKM) in order to improve the corporations' performance.

Research Questions

Literature Review

- What concepts of PKM exist in literature?
- Why is it important to integrate KM and BPM into logistics? What are the benefits and challenges?
- What kinds of PKM initiatives were proposed?

Investigation Research

- How is PKM perceived in business logistics?
- Are there any approaches to implement PKM in logistics process? What are the results?

- Which factors exist and how do they affect PKM implementation? Which approach is more suitable for Logistics of Multinational Corporations in China?

Research Methodology

The proposed methodology for this study is a combination of desk research and primary research. The desk research will explore the answers to the questions in the literature review and establish the base for investigation. The primary research will include these methods: Delphi panel discussion, interview and case study. The data will be analyzed by quantitative and qualitative methods with Statistics and Econometrics tools, such as SPSS, Eviews and Multi-logit modal.

Expected Results

This research will provide a systematic review as well as an empirical investigation of PKM in logistics, and finally propose a dynamic framework. The findings will contribute new knowledge to researchers, software engineers and industry practitioners.

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