

Development of ISO 30401 Knowledge Management System Conceptual Framework for the Organization Quality Development Unit, Faculty of Medicine, Chiang Mai University

Wisapunpong Tareeraht

Knowledge and Innovation Management, College of Arts, Media and Technology, Chiang Mai University, Thailand

Abstract

This independent study explores strategies to enhance knowledge management within an organization. The objectives are: (1) to analyze the current knowledge management system and processes within the Faculty of Medicine, Chiang Mai University; (2) to develop a framework for establishing a knowledge management system for the Organizational Quality Development Unit, based on ISO 30401:2018 standards; and (3) to evaluate the effectiveness of the proposed improvements, ensuring their suitability for the unit. Preliminary findings indicate significant gaps in knowledge management. An external organizational quality assessment conducted in 2022 identified two key issues: (1) the absence of a systematically structured knowledge management plan and (2) the lack of a clearly defined strategic approach for knowledge management development. Given the rapid and ongoing transformations in medical education and healthcare services, a well-structured knowledge management (KM) system is essential for improving operational efficiency and decision-making. ISO 30401:2018 provides a globally recognized framework for establishing a sustainable knowledge management system through eight key components: (1) Organizational Context, (2) Leadership, (3) Planning, (4) Support, (5) Operations, (6) Performance Evaluation, (7) Improvement, and (8) Development. By integrating these principles, organizations can systematically manage knowledge, align KM efforts with institutional goals, and strengthen their competitive advantage. The findings suggest that applying ISO 30401:2018 to develop a knowledge management framework can support the Faculty of Medicine, Chiang Mai University in establishing a sustainable and effective KM system. This structured approach ensures continuity, promotes knowledge retention, and aligns with the university's long-term vision and mission.

