

Baldrige Health Care Glossary HD: Knowledge Assets

Knowledge Assets

The term “*knowledge assets*” refers to the accumulated intellectual resources of your organization. It is the **knowledge** possessed by your organization and its **workforce** in the form of information, ideas, **learning**, understanding, memory, insights, cognitive and technical skills, and **capabilities**. Your **workforce**, databases, documents, guides, policies and procedures, software, and patents are repositories of your organization’s **knowledge assets**. **Knowledge assets** are held not only by an organization but reside within its **patients** and other **customers**, suppliers, and **partners** as well.

Knowledge assets are the “know how” that your organization has available to use, to invest, and to grow. Building and managing its **knowledge assets** are **key** components for your organization to create **value** for your **stakeholders** and to help **sustain** overall organizational **performance** success.

Note: **Blue** words above are hyperlinks to other **GLOSSARY HD** terms and their definitions.

I am pleased to offer the **HEALTH CARE GLOSSARY HD** as a no charge service to Baldrige Criteria users worldwide - Paul Steel

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