

## TABLE OF CONTENTS

<b>Contents</b>	<b>Page</b>
Acknowledgements	iii
Abstract	iv
Table of Contents	viii
List of Tables	xii
List of Figures	xiv
Abbreviation	xvii
<b>Introduction</b>	<b>1</b>
<b>Chapter I Context and Problematic</b>	<b>6</b>
I.1. SMEs and Industry Cluster	6
I.1.1. Small and Medium Enterprises	7
I.1.2. SMEs in Thailand	9
I.1.3. Forces behind the industry cluster	11
I.2. Industry Cluster	14
I.2.1. Objective of the cluster development	16
I.2.2. Networking in the industry cluster	18
I.2.3. Industry cluster and manufacturing network	19
I.2.4. Cluster Lifecycle	22
I.2.5. Key success factors of cluster development	23
I.2.5.1. Collaboration in the cluster	24
I.2.5.2. Knowledge sharing in the cluster	25
I.2.5.3. Cluster Development Agent	27
I.3. Related research on the cluster development	28
I.3.1. Related Research	29
I.3.1.1. Porter's diamond model	29
I.3.1.2. HHH framework	30
I.3.1.3. Cluster Green Book	31
I.3.1.4. UNIDO's Model	32
I.3.2. Cluster Development in Global View	34
I.3.2.1. Rhone-Alpes Cluster - France	35
I.3.2.2. Silicon Valley – USA	36
I.3.2.3. Textile Cluster - Italy	36
I.3.2.4. Cluster in Latin America	37
I.3.2.5. Electronic Cluster - Taiwan	38
I.3.2.6. Ceramic Cluster - Thailand	38
I.4. Problematic	42

	<b>Page</b>
<b>Chapter II Knowledge Management Context</b>	45
II.1. Introduction	45
II.2. Knowledge Management	46
II.2.1. Definition of Knowledge	47
II.2.2. Taxonomy of Knowledge	49
II.2.3. Community of Practice (CoP)	52
II.2.4. Knowledge Management Processes	54
II.3. Knowledge Management System	58
II.3.1. Human roles in the KMS development	59
II.3.2. Knowledge Management System Architecture	61
II.3.3. Technology in Knowledge Management	65
II.3.4. Designing a Knowledge Management System	67
II.4. Knowledge Engineering	68
II.4.1. Knowledge-Based Engineering Lifecycle	69
II.4.2. Knowledge engineering Methodologies	71
II.4.2.1. MOKA	71
II.4.2.2. SPEDE	72
II.4.2.3. AKEM	75
II.4.2.4. CommonKADS	77
II.4.3. Knowledge Engineering Methodology Selection	79
II.4.3.1. Coverage of framework for the KM project	80
II.4.3.2. Provided tools in methodology	81
II.4.3.3. Adaptability of methodology	81
<b>Chapter III Proposed Methodology</b>	84
III.1. Introduction	84
III.2. Adapting CommonKADS to the industry cluster context	86
III.3. Research Framework	90
III.3.1. Context Level	92
III.3.1.1. Cluster Model	93
III.3.1.2. Organization Model	97
III.3.1.3. Task Model	101
III.3.2. Concept Level	103
III.3.2.1. Knowledge Model	103
III.3.2.2. Collaboration Model	108
III.3.3. Design Level	114
III.3.3.1. System Architecture	115
III.3.3.2. System Scenario	117
III.3.3.3. System Specification	118
III.3.4. Implementation Level	119
III.3.5. Verification and Validation	119

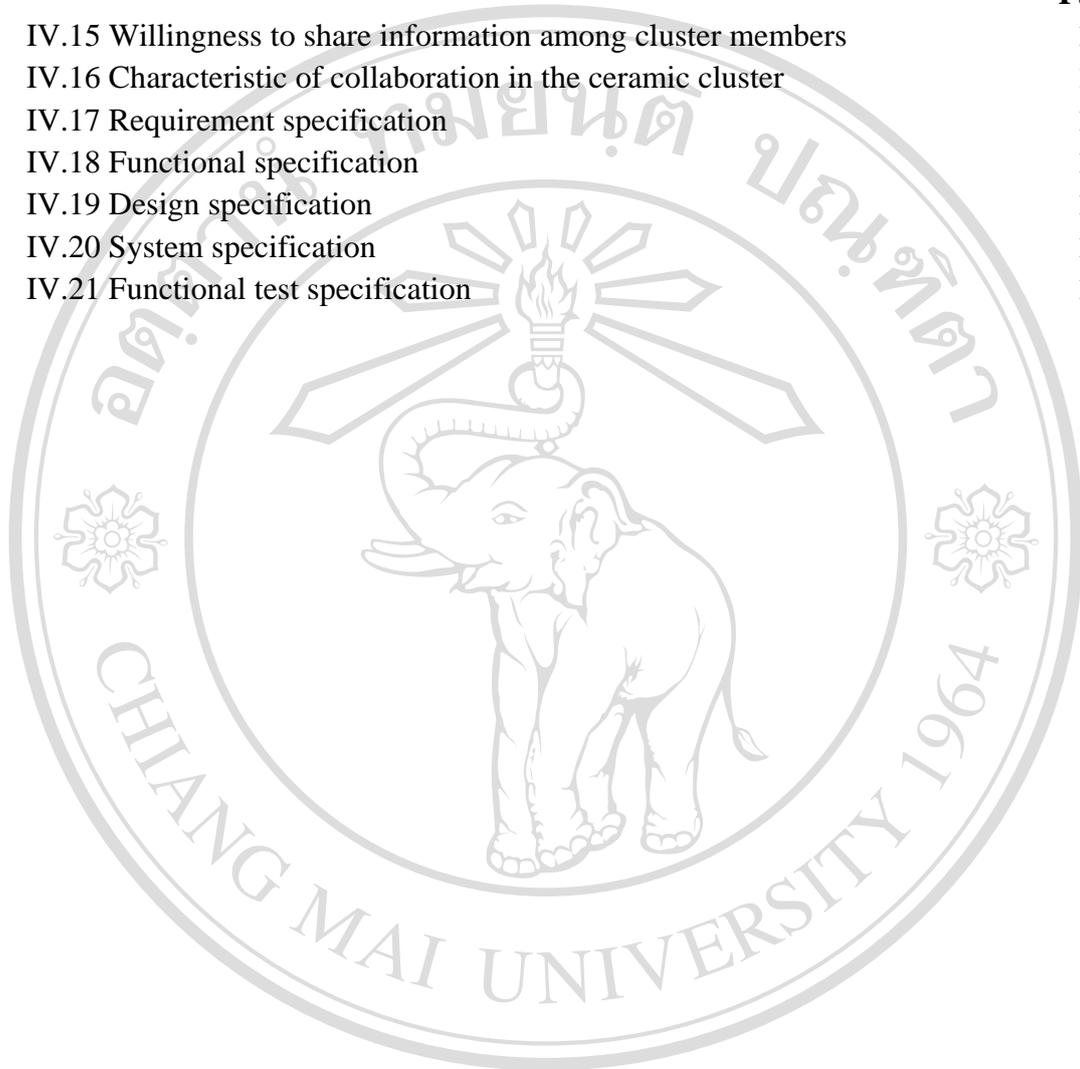
	<b>Page</b>
III.4. Methodology Implementation	120
<b>Chapter IV Analysis and Results</b>	<b>123</b>
IV.1. Introduction	123
IV.2. Context Level	124
IV.2.1. Cluster Model	124
IV.2.1.1. Diamond Model Analysis	125
IV.2.1.2. Cluster Mapping	127
IV.2.2. Organization Model	129
IV.2.2.1. Problems and opportunities worksheet (OM-1)	131
IV.2.2.2. Variant aspects worksheet (OM-2)	133
IV.2.2.3. Process breakdown worksheet (OM-3)	135
IV.2.2.4. Knowledge assets worksheet (OM-4)	138
IV.2.2.5. Feasibility decision worksheet (OM-5)	139
IV.2.3. Task Model	141
IV.2.3.1. Task analysis worksheet (TM-1)	141
IV.2.3.2. Knowledge item worksheet (TM-2)	142
IV.3. Concept Level	145
IV.3.1. Knowledge Model	146
IV.3.2. Collaboration Model	149
IV.3.2.1. Expectation and satisfaction of cluster members	149
IV.3.2.2. Activities in the cluster	152
IV.3.2.3. Willingness to share information	153
IV.3.2.4. Characteristics of collaboration in the industry cluster	155
IV.4. Design Level	157
IV.4.1. System Architecture	158
IV.4.2. System Scenario	160
IV.4.2.1. System Specification	164
IV.5. Conclusion	168
<b>Chapter V Application and Scenarios</b>	<b>169</b>
V.1. Introduction	169
V.2. The proposed KMS architecture	170
V.3. Knowledge Management services	174
V.3.1. Knowledge cards	176
V.3.1.1. Knowledge card's outline	176
V.3.1.2. Knowledge map component	178
V.3.1.3. Knowledge card architecture	182
V.3.2. Knowledge Search	185
V.3.3. Knowledge Exchange Scenario	190
V.3.4. Maintaining the Knowledge Base	194
V.4. Supporting Services	195

	<b>Page</b>
V.4.1. Presentation services	196
V.4.1.1. Knowledge Management System Portal	197
V.4.1.2. Knowledge Widget	199
V.4.2. Collaboration services	202
V.4.2.1. Mass Collaboration	204
V.4.2.2. Group Collaboration	211
V.4.2.3. Individual Collaboration	214
V.5. Mobile Knowledge Retrieval	215
V.6. System Validation	219
V.7. Conclusion	224
<b>Conclusion and Perspectives</b>	226
<b>References</b>	230
Appendix A Ceramic Cluster Analysis by NESDB	240
Appendix B SECI Model	243
Appendix C Questionnaire Outline	245
Appendix D Knowledge Models	249
Appendix E KMS Specification	262
Appendix F Technologies	270
Appendix G Database and Class Models	272
Curriculum Vitae	276

## LIST OF TABLES

<b>Tables</b>	<b>Page</b>
I.1 Definition of SMEs in each region	8
I.2 Statistics of established SMEs in Thailand in 2006 [OSMEP 08]	10
I.3 Characteristic of supply chain and industry cluster network	20
I.4 Review of firms' objectives for the collaboration in the cluster	24
I.5 Comparison of related researches on the cluster development	34
II.1 Generations of knowledge management [Dave 07]	46
II.2 Distinctions between data, information and knowledge [Schreiber 99]	48
II.3 Examples of the knowledge category	50
II.4 Comparing knowledge management processes	55
II.5 List of IT generally used in KM projects	66
II.6 An example of KRT of activities	74
II.7 Comparing KE methodologies with KBE Lifecycle	80
II.8 Comparing KE methodologies with provided tools	81
III.1 The outline of Porter's diamond model	96
III.2 The outline of Organization Model worksheet 1 (OM-1)	98
III.3 The outline of Organization Model worksheet 2 (OM-2)	98
III.4 The outline of Organization Model worksheet 3 (OM-3)	99
III.5 The outline of Organization Model worksheet 4 (OM-4)	99
III.6 The outline of Organization Model worksheet 5 (OM-5)	100
III.7 The outline of Task Model worksheet 1 (TM-1)	101
III.8 The outline of Task Model worksheet 2 (TM-2)	102
III.9. Overview of analytic and synthetic task types	105
IV.1 Diamond model analysis of Lampang's ceramic cluster [NESDB 04]	126
IV.2 Problems and opportunities worksheet (OM-1)	132
IV.3 Variant aspects worksheet (OM-2)	134
IV.4 Criteria for accessing task significance	135
IV.5 Process breakdown worksheet (OM-3)	137
IV.6 Knowledge assets worksheet (OM-4)	138
IV.7 Feasibility decision document (OM-5)	140
IV.8 Task analysis worksheet (TM-1)	142
IV.9 Knowledge item worksheet (TM-2)	144
IV.10 Summary of the knowledge elicitation meetings	146
IV.11 Expectation and satisfaction of SMEs	150
IV.12 Expectation and satisfaction of large enterprises	151
IV.13 Degree of participation and impact of activities on the cluster	152
IV.14 Four groups of activities in the ceramic cluster	152

	<b>Page</b>
IV.15 Willingness to share information among cluster members	154
IV.16 Characteristic of collaboration in the ceramic cluster	156
IV.17 Requirement specification	164
IV.18 Functional specification	165
IV.19 Design specification	166
IV.20 System specification	167
IV.21 Functional test specification	167



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## LIST OF FIGURES

<b>Figures</b>	<b>Page</b>
I.1 Knowledge as a basis of competitive advantage	13
I.2 Outline of the cluster map	15
I.3 Industry cluster and supply chain network	21
I.4 Industry cluster lifecycle model [DTI 04]	22
I.5 Direct (A) and indirect (B) knowledge sharing	26
I.6 Porter's Diamond Model [Porter 98b]	29
I.7 Cluster Initiative Performance Model (CIPM) [Sölvell 03]	32
I.8 UNIDO's cluster development model [Dowson 03]	33
I.9 Examples of Lampang's ceramic products	40
II.1 An example of Community of Practices in a ceramic cluster	54
II.2 Knowledge processes and SECI Model [Nonaka 95]	56
II.3 Human roles in knowledge engineering [Schreiber 99]	60
II.4 Seven layers KMS architecture [Tiwana 02]	62
II.5 The three-tiered architecture [Chua 04]	63
II.6 A technical perspective of KMS architecture [Meso 00]	64
II.7 Knowledge-Based Engineering application lifecycle [Preston 05]	70
II.8 MOKA ICARE Forms	71
II.9 MOKA formal model	72
II.10 SPEDE swim lane diagram.	73
II.11 AKEM lifecycle model	75
II.12 CommonKADS model suite	78
III.1 CommonKADS model suite	87
III.2 Proposed methodology for developing KMS for the industry cluster	89
III.3 Spiral model approach [Boehm 88]	91
III.4 The proposed methodology in the spiral approach	92
III.5 The outline of the cluster map	94
III.6 Cluster maps combining	96
III.7 Organization model processes and worksheets	97
III.8 Inter-connection diagram of organization model worksheets	100
III.9 Task models roadmap (TM-1 and TM-2)	101
III.10 Overview of knowledge categories and the knowledge model	104
III.11 The knowledge modeling processes	107
III.12. Knowledge model in UML diagram and semantic map	108
III.13 The structure of collaboration model analysis	110
III.14 The UML model of organizational information analysis	111
III.15 The UML model of activity analysis	112

	<b>Page</b>
III.16 The UML model of information sharing analysis	113
III.17 The criteria for analyzing the characteristics of collaboration	114
III.18 The overview of three-tiered model	115
III.19 The 4+1 model [Kruchten 95]	117
III.20 Structure of Software Requirement Specification (SRS)	118
III.21 The structure of the proposed methodology	121
IV.1 The organization of chapters	123
IV.2 Input/Output model of the context level	124
IV.3 Cluster map of Lampang's ceramic cluster	128
IV.4 Five steps of the organization model analysis	130
IV.5 Knowledge model of accessing to new market task.	147
IV.6 Knowledge model of the product selection concept.	148
IV.7 Info-structure of knowledge sharing in the industry cluster	155
IV.8 The functional view of the KMS architecture	159
IV.9 Use case diagram of the KMS and cluster members	161
IV.10 Sequence diagram of knowledge sharing activities	163
V.1 KMS system architecture for the ceramic cluster	174
V.2 The interface model of the system architecture	175
V.3 The components of knowledge services	179
V.4 An outline of the knowledge card	181
V.5 Personal knowledge and the knowledge model	183
V.6 Semantic concept map with XML code	185
V.7 Database schema of knowledge card system	186
V.8 UML class diagram of knowledge card system	187
V.9 User interface of knowledge map module	188
V.10 Search results in the List and Map view	190
V.11 Flowchart of knowledge search module	192
V.12 Knowledge card searching and the result map	193
V.13 UML sequence diagram of knowledge sharing scenario	195
V.14 Knowledge sharing via Knowledge card module	196
V.15 User interface of search result module	197
V.16 Knowledge-base maintaining	198
V.17 Presentation services and KMS server integration	200
V.18 KMS portal page and site map	202
V.19 Architecture of the knowledge widget	204
V.20 Knowledge Widget's UML class diagram	205
V.21 User interface of the knowledge widget	205
V.22 Collaboration service model	207
V.23 Structure of the collaboration services in UML	209
V.24 Cluster map in group view with user's profile	211

	<b>Page</b>
V.25 User interfaces of Push and Pull News module	212
V.26 User interface of the collaborative calendar	214
V.27 AFCS architecture [AFCS 09]	216
V.28 User interface of virtual conference modules	217
V.29 System architecture of VoIP server and KMS server	218
V.30 Knowledge acquisition via VoIP server	221
V.31 Interconnection diagram between KMS and VoIP server	222
V.32 The knowledge acquisition process in data point of view	223
V.33 Sequence diagram of the international trade fair preparation	225
V.34 Mass collaboration model	226
V.35 Knowledge sharing scenario	226
V.36 Group collaboration model	227
V.37 Individual collaboration model	228
V.38 Knowledge retrieval via KMS	228

**ABBREVIATION**

AFCS	Adobe Flash Collaboration Service
AJAX	Asynchronous JavaScript and XML
AKEM	Application Knowledge Engineering Methodology
CDA	Cluster Development Agent
CK-Card	Collaborative Knowledge Card
CoP	Community of Practice
EDI	Electronic Data Interchange
GUI	Graphic User Interface
HTTP	HyperText Transfer Protocol
KADS	Knowledge Acquisition and Design System
KBE	Knowledge-Based Engineering
KE	Knowledge Engineering
KM	Knowledge Management
KMAP	Knowledge Map
KMS	Knowledge Management System
MOKA	Methods and tools Oriented Knowledge Acquisition
OM	Organization Model
PSTN	Public Switched Telephone Network
RTMP	Real Time Messaging Protocol
SIP	Session Initiation Protocol
SMEs	Small and Medium Enterprises
SPEDE	Structured Process Elicitation Demonstrations Environment
TM	Task Model
TTS	Text-To-Speech
UML	Unified Modeling Language
VoIP	Voice over Internet Protocol
VXML	Voice eXtensible Markup Language
XML	eXtensible Markup Language