

My reflection of the competence to: “Build systems of management of the administrative processes and of the intellectual capital through the use of proper tools for the development of an organizational culture of quality.” Also, professionals have many “tools for developing” and sustaining a high-performance “organizational culture,” such as recognition programs and performance management programs for “true culture quality”.

Proper “tools and Processes for Engaging the Management Team and Organization as Rules of Thumb in *Building and Using* Indicators for Knowledge Transfer” (Bukowitz 2003).

(Kok 2006) states that: To be competitive in today’s technological-dependent business world, more and more successful organizations are recognizing that the real differentiation over the long term is their people and the knowledge about how to win. It is this recognition of the critical value of organizational and individual knowledge that has spurred a great deal of interest in knowledge management (Covey 2000).

In the areas of competitiveness, productivity growth, innovation competitiveness and economic performance, intellectual capital is of significant and growing importance. Intellectual capital is frequently poorly identified and measured because information is retrieved in different ways, and financially accounting and reporting practices generally fail to recognize them as assets (Industry Canada, 1999).