

Abstract

At the present time there is the hard disk drive critical competition. Moreover there is a rapid change which impacts several management problems. This change also has an impact on company's competitive capability. Thus hard disk drives top management must apply the high knowledge management to respond quickly toward the change.

This research is an application of knowledge management for solving a torque problem in an assembly line of pivot cartridge which is a component of hard disk drive. A hard disk drive manufacturer is a case study company in this study. The processes of knowledge management such as knowledge creation and acquisition for problem solving, knowledge codification and refinement, knowledge organization, and knowledge access such as knowledge database program were designed and implemented.

This research also implemented database software for solving a torque problem. The results from the study show that the application of knowledge management reduced the defect work from torque problem by 3.37%, the overall defect declined by 0.23%, satisfaction of the related operators increased by 57% and the time for analyzing and solving a torque problem reduced by 33% in four months.