

SUMMARY OF DOCTORAL DISSERTATION
LOGISTICS OF INNOVATION IN KNOWLEDGE-BASED ORGANIZATIONS ON
THE EXAMPLE OF INSURANCE COMPANIES

Krystian Dębski

This dissertation addresses the topic of applying innovation processes to solve current problems in knowledge-based organizations. The issue has been presented in the example of insurance companies. The most appropriate concept, in which the possibility of a comprehensive solution to the presented problems is seen, is the perception and actual functioning of insurance companies as knowledge-based organizations. Knowledge and its management procedures naturally create demand for further concepts, the subject of which is, among others, the management of knowledge resources and transforming them into innovations. Due to the fact that resource management, especially in the flow aspect, is in the research area of logistics the concept of innovation in the form of logistics supporting the innovation process (called innovation logistics) appeared.

Based on the above premises, the aim of the work was to build a model of a logistic support system for innovative processes in knowledge-based organizations on the example of insurance companies. The implementation of this goal proceeds through the formulation and verification of the thesis according to which the logistics of innovation in insurance companies as knowledge-based organizations is a system of supporting the innovation process with the necessary resources.

The aim of the work and the verification of the research thesis were achieved by creating and implementing in economic practice an original reference model of logistics of demand and supply innovations for knowledge-based insurance companies, compliant with the BPMN modelling standard. The model has been implemented in business practice as a proprietary computer application (made in the .NET platform, developed by Microsoft). The system as an IT tool is an original proposal to solve the problems of insurance companies. The presented tool was created in accordance with the concept of knowledge-based organizations, based on the reference model of innovation logistics.

Keywords: innovations, knowledge-based organization, innovation logistics, reference model.