

LIST OF ABBREVIATIONS

| Abbreviations | Description | First page used |
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| AAR | : After Action Review. | 3 |
| APO | : Asian Productivity Organization. | 6 |
| CoP | : Community of Practice. | 46 |
| KM | : Knowledge Management. | 1 |
| KMMM | : Knowledge Management Maturity Model. | 10 |
| VOIP | : Voice Over Internet Protocol. | 46 |