

SPACE EDUCATION AND OUTREACH SYMPOSIUM (E1)

Enabling The Future – Developing the Project Management and the Technical Space Workforce (3)

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“A PROCESS-ORIENTED APPROACH FOR GLOBAL KNOWLEDGE SHARING” A CASE STUDY
FROM DLR - GERMAN AEROSPACE CENTER

Abstract

By doing benchmarks, understanding different cultural views, their approaches to problems, inviting partners to trainings, sharing knowledge, exchanging ideas, and strengthen the “lessons learned” mentality, space faring organizations can improve the quality, the speed of their projects, and the development of their workforce. These organizations want to be sure that they allocate and manage their financial and human resources in the best efficient and effective way – “doing the right things right”. Furthermore they push their scientific ideas forward without getting lost in administrative bureaucracy, and to receive the needed resources and support in fu-ture from industry, scientific community, and government. It is therefore necessary for these agencies to develop common curricula, common international workforce trainings, common knowledge sharing events, and common processes for the exchanges of best-practices. In a short case study the qualification of DLR’s workforce concerning project man-agement know-how will be shown. DLR is organized via a matrix and via processes that cross the whole organization. In the center of this project management know-how distribution is DLR’s project management support unit. One of their tasks is to collect all the information concerning project management, distributes the informa-tion to the concerned other units f. ex. for improving the education program, and to trigger corporate initiatives. It will be shown how DLR works, distributes information, and to share knowledge along these processes in order to enhance the knowhow and the skills of its workforce. This allows DLR to implement project management know-how all over its different units. Therefore for DLR it is important to master the proc-esses for being able to manage its projects. Concerning a global space workforce the different space corporations have to take a much more open and broader approach. Furthermore it will be presented and put to discussion if a more open-process-oriented approach could be helpful that global working independent organizations can improve their workforce and work together: No formal institution is needed. There are only sub-process owners that will be re-sponsible and transparent. They could be distributed globally all along the knowledge sharing processes and help to strengthen the flow of information and best practices. Every participant stays independent but has the chance to trigger and to support the global space workforce via this knowledge sharing process on a neutral basis. Every organization can extract the needed information out of this process for its purposes and adapt it in its own specific way.