

47th SYMPOSIUM ON SAFETY, QUALITY AND KNOWLEDGE MANAGEMENT IN SPACE
ACTIVITIES (D5)

Knowledge Management and Collaboration in Space Activities (2)

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EXPLORATORY WORK FOR A CORPORATE KNOWLEDGE MANAGEMENT APPROACH AT
CNES**Abstract**

The space activity has to face very special difficulties: the access to space is expensive, the launch induces heavy constraints on the fragile spacecraft, and space is a very hostile environment. That is the reason why, capitalizing the acquired experience and keeping the competences at the highest level are mandatory. This demands formalized capitalizing methods, excellent internal communications and easy access to the existing knowledge and information.

As presented at IAC in 2013 (see IAC-13-D5.2.2), CNES took in 2012 the decision to create a working group to: identify the need, the strategy or the precise goal to which CNES Knowledge Management shall bring an answer. The working group on Knowledge System at corporate level started its activity in 2013. It is led by the Human Resources directorate and comprises knowledge's experts of the technical directorates (Toulouse Space Centre and the Launchers directorate) and from the Information System directorate.

Despite different approaches and implementations of knowledge capture, capitalization and sharing by the involved directorates, the members of the working group share the same vision of Knowledge Management. It needs a corporate approach, implemented according to the local specificities to allow communities and "company spirit" to go together.

The paper and presentation will summarize the different directorates' approaches on knowledge management, which were implemented during the past years, the work conducted by the working group, its recommendations for a corporate approach at CNES and eventually the way forward decided by the board of directors.