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Knowledge Management and Collaboration in Space Activities (2)

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BOTTOM-UP! – SOCIAL KNOWLEDGE SHARING IN DLR. A CASE STUDY OF
COLLABORATION IN THE GERMAN AEROSPACE CENTER DLR.**Abstract**

Three years ago German Aerospace Centre (DLR, Deutsches Zentrum für Luft- und Raumfahrt) started to reorganize its knowledge management processes. For this purpose a new internal project was launched: “Establishing an integrated knowledge management system”. By asking the employees we learned a lot about their needs concerning knowledge. We found out that the knowledge processes were not primarily driven by technology but especially by the way people react and interchange with each other. Not the information technology is the key to a successful knowledge management but the people are. From this follows that the improvement of knowledge processes can be done by bringing the right people together - whether online or offline - to share their knowledge and develop new ideas. Whenever technology is used to enhance these knowledge processes, it has to be in a social way to improve the bottom-up knowledge flow.

Our first example is the DLR-Wiki, in which each employee can easily share her or his own knowledge with others inside DLR. The second example is the Knowledge Exchange Workshop, a format of collaboration workshops aiming at creating communities of experts by using a bottom-up approach with the acceptance of executive staff. An overview of the other knowledge management activities at DLR will also be given.