

48th SYMPOSIUM ON SAFETY, QUALITY AND KNOWLEDGE MANAGEMENT IN SPACE  
ACTIVITIES (D5)

## Knowledge management and collaboration in space activities (2)

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## THE USE OF CONTINUOUS IMPROVEMENT IN THE AEROSPACE AREA.

**Abstract**

This abstract paper main objective is to generate a guide to implement the continuous improvement successfully.

This guide will include key processes to learn and to share knowledge, within the context of the aerospace industry.

The methodology used as a guide is the Deming-Circle in which the necessary flow of information is expressed. (Conceptual diagram will be used in the presentation.)

For each stage of the Deming-Cycle the proven practices should be identified in order to implement them.

In the first stage of Planning the objectives should be defined and we have to have access to the proven practices obtained from previous experiences. Thus also appears the opportunity to review the KPIs. In case we don't have them, it can be defined them critically since we will be evaluating the process on them.

Both proven practices and KPIs must be published. They have to be available, and everyone involved in the process should know they are available. This can be achieved through inter-area or inter-Project communication.

In the second stage of execution, the defined procedures must be followed by applying proven practices. It is essential at this stage to collect data for future analysis.

This data will be analyzed with predefined KPIs, in this way it will become useful information which reflects our objectives misalignments defined in the Plan.

In the third stage of Control, with the information obtained, it is necessary to involve all staff being part in the process in order to identify lessons learned. Also at this stage, we have the opportunity to critically test the efficiency of our KPIs defined and to modify them if necessary. It is imperative to record, publish and disseminate lessons learned, immediately after being detected.

These lessons learned during the fourth and final stage, if they are well communicated, will help us to generate corrective actions or potential improvements. These potential improvements involve upgrading our practices and consequently improve process efficiency.

Having good practices updated and knowing the efficiency of our indicators, we can implement these updates in a new stage of planning, restarting the cycle again.

In conclusion, we can identify that it is essential the flow of information in each of the stages involving the whole team in the process so that this cycle of improvements be effective. When we share knowledge between areas we are more likely to find process improvements that will improve current practices tested.