

42nd SYMPOSIUM ON SAFETY AND QUALITY IN SPACE ACTIVITIES (D5)  
Quality and Knowledge Management in Aerospace Companies (2)

Author: Mr. Hiroaki Tateshita  
Japan Aerospace Exploration Agency (JAXA), Japan, tateshita.hiroaki@jaxa.jp

KNOWLEDGE MANAGEMENT ARCHITECTURE FOR JAPAN AEROSPACE EXPLORATION  
AGENCY

**Abstract**

Japan Aerospace Exploration Agency (JAXA) is aiming to develop competitive technologies and expand them as a world-class research and development organization. Knowledge Management (KM) is significant for space related organizations, because knowledge transfer is very difficult due to the characteristics of space development, such as long-term mission duration and large-scale projects. In order to achieve the goal, JAXA should define an ideal KM architecture from a long term viewpoint and strategically promote establishing the rules and systems to realize the ideal architecture. The architecture should consist of not only information technology such as Wiki, search engine, and artificial intelligence, but also various aspects such as organization culture, business process, organization structure, and human resource strategy. JAXA, however, have no such KM architecture which is shared and understood by all departments related to KM. Each department has each KM activity. This situation makes it difficult to realize the ideal KM architecture by all KM related departments. This paper discusses the ideal KM architecture optimized to JAXA by using the George Washington University “Four Pillar Framework” and the implementation plan of the architecture.