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A METHOD OF CREATING SPECIAL DOCUMENTS FOR ENTERPRISE KNOWLEDGE
ACQUISITION

Abstract

Knowledge management is very important for the sustainable development of aerospace enterprises. We propose a method of creating special document in this paper, which is used for knowledge acquisition during the project management process and product development activities.

Knowledge documents are further refinement of the project management experience and product development experience, which are created by the staff. To define the special knowledge document, there are three key elements as follows: 1) for the purpose of knowledge dissemination, sharing and reuse; 2) complete description of one or several knowledge points; 3) through the organization review and official release. In order to improve use effect, knowledge documents must be correct, normative, accessible, and authoritative. For guidance of the knowledge document creation, the enterprise should formulate standards of the document format and content. Different knowledge documents have different writing requirements. For example, a quality case document for technical problems should include the description of problem, the exact location of problem, the clear analysis of mechanism, the repetition of the problem, the effective action to solve problem, the learn by analogy, the conclusion and the proof material list. Knowledge documents also require necessary attributes information, such as the title, the abstract, the discipline and the author. A knowledge document must be reviewed by several internal experts, so as to ensure the correctness and normalization. After the expert review, the knowledge document is submitted to the organization for approval.

Combined with knowledge management requirements of the China Academy of Launch Vehicle Technology, knowledge documents are refined into following types, including quality case documents, scientific and technical intelligence documents, expert interview documents, training course documents, business template documents. The special knowledge document method provides good guidance for knowledge acquisition and knowledge sharing of our enterprise.