

THE SOFTER SIDE OF KNOWLEDGE MANAGEMENT

Capturing knowledge from people who are leaving, from projects or companies – experience from Airbus

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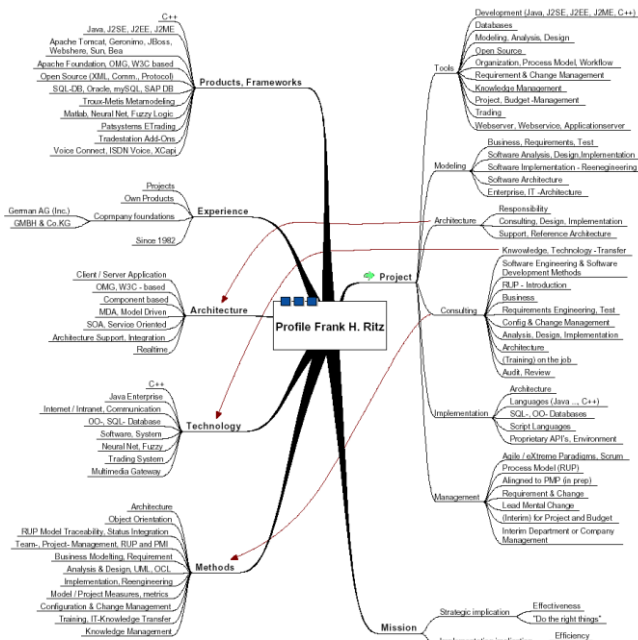
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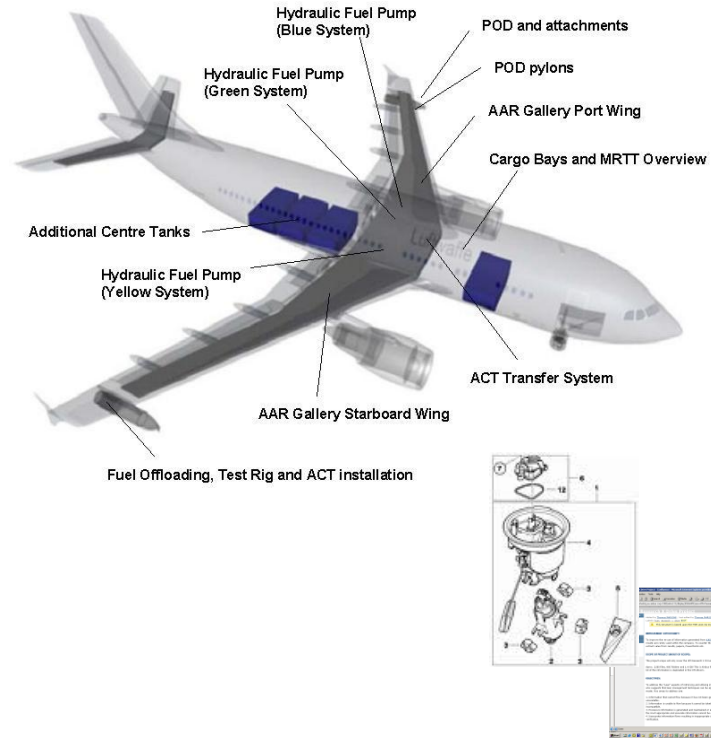
AIRBUS Expertise Transfer

- IDENTIFYING KNOWLEDGE
- CAPTURING KNOWLEDGE
- ENABLING THE TRANSFER
- SUPPORTING THE REUSE

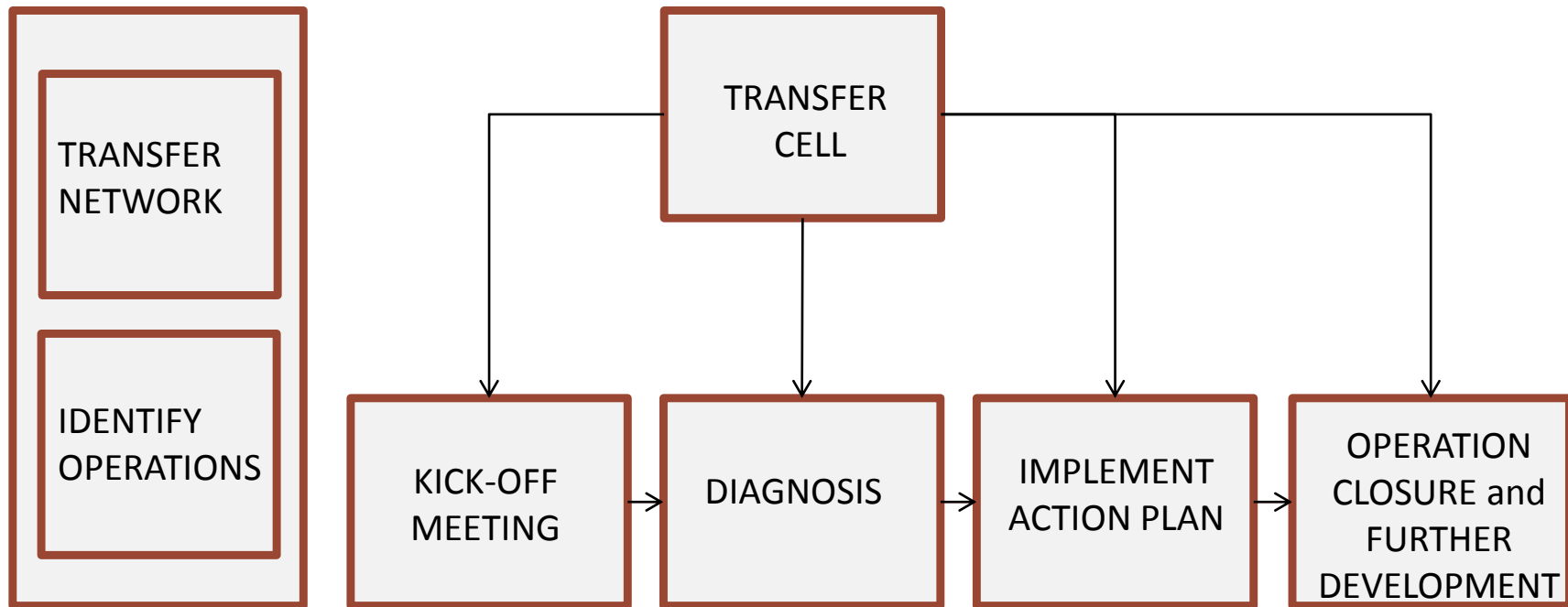
Identify and transfer knowledge



Structure knowledge for reuse



Airbus Expertise Transfer Process (ExTra)



Reference: Ceballos-Atienza, G.M, Weber, F., Jurado, A.M., Navarro Fontestad, R.
Flying High, Inside Knowledge, June/July 2010, Vol 13 Issue 9, pp 14 - 19

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Support the knowledge transfer action plan but remember that you (KM facilitator) are not the one that has to **learn**.

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Support the knowledge transfer action plan but remember that you are not the one that has to **learn**.

Invest time to support the **reuse** of the knowledge transferred.

Expertise Transfer (ExTra) Keywords

- 1. VALUE**
- 2. RELATIONSHIPS**
- 3. EXPECTATIONS**
- 4. LEARN**
- 5. REUSE**