

53rd IAA SYMPOSIUM ON SAFETY, QUALITY AND KNOWLEDGE MANAGEMENT IN SPACE
ACTIVITIES (D5)

Knowledge management for space activities in the digital transformation age (2)

Author: Mr. Andrew Herd
ESA, The Netherlands, andrew.herd@esa.intDr. Gianluigi Baldesi
European Space Agency (ESA), France, gianluigi.baldesi@esa.int
Mr. Andrea Vena
European Space Agency (ESA), France, Andrea.Vena@esa.int

NOVEL APPROACH FOR LESSONS LEARNED @ ESA

Abstract

The European Space Agency is a knowledge-based, knowledge-driven and learning organisation. Since more than 50 years ESA produces data, information and knowledge in the execution its activities, projects and missions. What have we learned from them ? How do we ensure that we do not repeat past mistake ? In the frame of ESA Knowledge Management activities, lessons learned, knowledge from projects, is a the top priority for the Agency. The challenge is to ensure not only that lessons proposed during the execution of the Agency's activities are duly documented, validated and disseminated, but also that keys actions are taken in order to avoid that similar situations happen in the future again. Only in this way, the Agency is a real learning organization. This paper describes how the lessons learned approach at corporate level has been designed: introducing clear instructions (i.e. new policy and handbook), developing a comprehensive and simple platform for collecting, analysis and sharing lessons and, most important, testing this approach with real teams and projects. Especially the latter is crucial for gathering feedbacks on the different elements of the ESA lessons learned approach and rapidly acting on them. At the end considerations on future developments both in terms of analysis and of assistant from different stakeholders will be presented.