

Knowledge management

Catalogue 2022



We are an Airbus company offering tailor-made learning solutions for individuals and teams worldwide.



Interactive Learning Techniques

- Facilitation, Coaching, Consulting, Training
- Aviation Management
- Operational Management
- Innovation & Collaborative Work
- Leadership (in collaboration with the Airbus Leadership University)



Learning

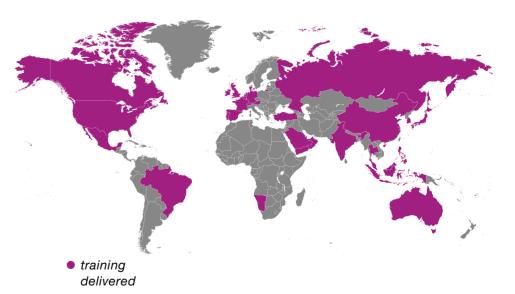
Organisational Learning Management

Individual & Collective

Knowledge Management

We develop and nurture the knowledge, skills and behaviours of professionals within and beyond the aerospace industry worldwide.

- Suppliers
- Airlines
- OEMs/MROs
- Airports
- Authorities
- Universities
- Clusters



KNOWLEDGE MANAGEMENT

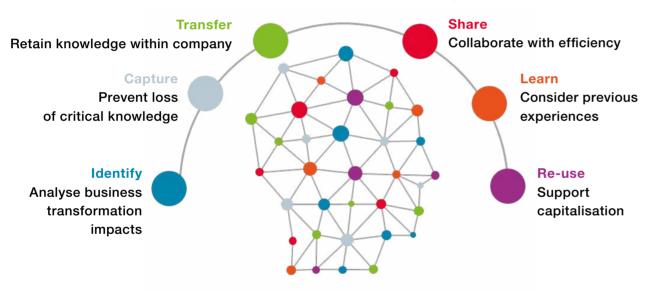


We live in a modern economy which makes knowledge one of the most important assets of a company.

Knowledge Management ensures that expertise and talent remain in your business.

It gathers the set of techniques for identifying, analysing, interpreting, grouping, capitalising and sharing knowledge within an organisation.

Retain your critical knowledge!



To continue to prosper in a context of change, it is important to identify your company's critical knowledge, to assess the risks of knowledge loss and to establish a clear action plan.

WHAT ARE THE BENEFITS FOR YOUR ORGANISATION?





Retain critical knowledge within the company



Ensure faster induction of newcomers



Learn from past experiences: avoid making the same mistake twice



Break silos by fostering knowledge: sharing across departments and teams



Avoid disruption of service or production

- Faster and more effective decision making
- Simplified and more efficient collaboration
- Stimulation of innovation and growth

WHAT IS KNOWLEDGE MANAGEMENT AT AirBusiness?



AirBusiness Academy is engaged and committed to developing professionals in aviation and aerospace. For almost three decades, we have gained valuable insight into the management needs of the talents working in this dynamic industry.

As an Airbus company, our strength lies not only in our understanding of industrial challenges but also in our capacity to design and deliver different Knowledge Management solutions to address those challenges.

From Engineering to Manufacturing, from Procurement to Customer Services, we can support:

- Human resources challenges (retirement and turnover)
- Geographical challenges (sharing across sites and offshoring)
- Complex manufacturing know-how (critical gestures, quality and safety issues)

Our team of in-house facilitators and our network of associate consultants strive to ensure a smooth, human and customer centric experience

WHAT IS KNOWLEDGE MANAGEMENT AT AirBusiness?



Added Value

- Demonstrate how the knowledge and expertise of individuals/ teams is valued
- Mix services to create a Knowledge Management programme specifically tailored to your needs
- Select your most pertinent deliverables
- Secure schedules with a minimum of operational involvement
- Avoid disruption of service or production
- Benefit from a human experience with direct support from a team member at all stages of the process

The strength of the method is based on:

- A thorough qualification meeting to detect needs and consider deliverables
- Interviews with key players in the knowledge of your company
- Regular support meetings and consistent follow-up
- Concrete business expertise of our consultants

Our overall methodology:



Diagnosis

Action plan definition

Deployment

Closure





YOUR CHALLENGES

- Map the critical knowledge and skills of your organisation
- Secure the expertise and know-how of your company service by service
- Ensure continuity of business and customer service
- Ensure business excellence
- Enable Knowledge Management behaviours and link to a culture and practice of knowledge sharing

OUR ANSWER

Knowledge Management to support change

We identify critical knowledge and skills, assess the risks associated with potential loss of knowledge and provide you with recommendations/action plans following the diagnosis.

Knowledge Management excellence

We support you in developing a Knowledge Management Model in order to capitalise and spread knowledge within business departments.

Knowledge Management to support change



Depending on organisation needs

WHAT IS AT STAKE?

- Identify critical knowledge
- Assess risks of knowledge loss
- Establish an action plan

Appropriate for all organisations experiencing a context of change.

BUSINESS CHALLENGES COVERED

- Map critical knowledge within the organisation
- Secure company expertise and knowledge at team level
- Ensure business and service continuity

USE CASES

- Ramp-down of activities and concerns about capability in the future
- Transformation and concerns about losing critical knowledge among teams
- Uncertainty about critical knowledge allocation, availability and how to face future challenges

BENEFITS

- Comprehensive picture of critical knowledge areas in the organisation
- Clear identification of knowledge at risk
- Business continuity secured

STEPS AND DURATION



Knowledge Management Excellence for organisations



WHAT IS AT STAKE?

- Implement a mature organisation in terms of Knowledge Management
- Continuously share and capitalise on the employees and organisation knowledge

Appropriate for organisations looking for solutions to increase Knowledge Management and who want to determine the most suitable KM practices to be maintained and developed.

BUSINESS CHALLENGES COVERED

- Enable Knowledge Management behaviours
- Link to a culture and practice of knowledge sharing
- Ensure business excellence

USE CASES

- Concerns about where to prioritise efforts of Knowledge Management
- Desire to re-evaluate Knowledge Management progress and where to improve next

BENEFITS

- Maintain KM practices and identify opportunities to improve
- Align KM practices with organisation ambition
- Engage employees towards KM excellence within their organisations
- Avoid business disruption

STEPS AND DURATION



02

Knowledge Capture

What is at stake?

We capture appropriate gestures for the performance of critical tasks.

We deliver procedures and best practices through image, voice and/or graphics.

Various reasons:

- Difficulty formalising a task or an operation
- The development of poly-competence
- Support competence development
- Cessation of an operational activity
- Reintegration of a previously subcontracted activity



YOUR CHALLENGES

- Reduce non-conformities
- Ease knowledge access
- Reduce the duration of newcomers' upskilling
- Gather and structure working methods and procedures
- Prevent accidents at work
- Retain your talents
- Secure specific know-how on one or several operations

OUR ANSWER

Technical Tutorial Video

We capture by video and broadcast critical tasks know-how and tips performed by operators in a manufacturing environment.

Knowledge Formalisation

We capture in writing the procedures describing the succession of steps necessary for the realisation of a product.

Technical Tutorial Video



WHAT IS AT STAKE?

- Capture in video the correct gestures of operators to perform a critical task
- During the manufacturing operation, the tutorial is displayed to the operators just before performing the task

Appropriate for organisations dealing with technical knowledge and wishing to ease the right gesture learning.

BUSINESS CHALLENGES COVERED

- Reduce non-conformities
- Prevent loss of expertise on the job
- Enhance team versatility
- Sustain know-how internally

USE CASES

- Task difficult to formalise in working instructions
- Poly-competence development
- Ramp-down and ramp-up
- High turnover in resources
- Insourcing of subcontracted activity
- Less frequent operations

BENEFITS

- Ease understanding of complex tasks
- Speed-up operators know-how acquisition
- Reduce onboarding lead time
- Create visual reference for learning
- Enhance digital transformation

STEPS AND DURATION

Task identification

Video editing

Video delivery

Knowledge Formalisation



WHAT IS AT STAKE?

- Translating narrative guidelines for technical knowledge, methods, tools... into structured knowledge
- Formalise technical skills into procedure and instruction
- · Identify and capture tacit knowledge

Appropriate for organisations wishing to facilitate access to company knowledge.

BUSINESS CHALLENGES COVERED

- Gather and structure key knowledge
- Secure business area knowledge
- Ease knowledge accessibility
- Store ways of working, procedures or instructions
- Ensure business and operational continuity

USE CASES

- Difficulty formalising a task or an operation
- The development of poly-competence
- Support competence development
- Stopping an operational activity
- Reintegration of an activity previously subcontracted

BENEFITS

- Share knowledge from specialists
- Ease the reuse of knowledge
- Formalise knowledge that otherwise would not be recorded
- Store various knowledge formalisations in the same place (digital or physical data-base)
- Fomalised knowledge

STEPS AND DURATION





YOUR CHALLENGES

- Retain the expertise of your company and avoid the loss of knowledge
- Ensure continuity of activities
- Facilitate the integration of employees into their new roles and positions

OUR ANSWER

Critical Knowledge Transfer

We identify the explicit, implicit or tacit activities and knowledge of one or more people. We propose customised actions to capture them for transfer to one or more recipients.

Training "From the role of expert to the posture of a trainer"

We propose a two-day training in the classroom to position technical experts as trainers and pillars of the development of internal skills and knowledge.

Critical Knowledge Transfer



2 months minimum up to 1 year

WHAT IS AT STAKE?

- Map knowledge and experience
- Capture it
- Transfer it

Appropriate for experts and employees considered as Critical Knowledge Owners.

BUSINESS CHALLENGES COVERED

- Retain company expertise and critical knowledge
- Avoid business and service disruption
- Ease integration of employees into new roles and positions

USE CASES

- Mobility
- Retirement
- Long-term absence
- · Activity or workload transfer
- Continuous sharing

BENEFITS

- Capture and visualise a clear mapping of critical knowledge, experience and best practices
- Accelerate knowledge acquisition
- Define and monitor action plan

STEPS AND DURATION



Ige Action plan creation

Action plan monitoring

Training:
"From the
role of expert
to the posture
of a trainer"





8 participants maximum



WHAT IS AT STAKE?

In order to position technical experts as trainers and pillars of the development of internal skills and knowledge, we propose a two-day training in the classroom.

Participants will have the opportunity to:

- Learn to communicate differently and in a pedagogical way
- Develop their active listening
- Pass on their knowledge
- Support the positioning of technical excellence of the company
- Acquire techniques to express themselves in public
- Learn how to give opinion and to receive the opinion of others

WHO IS THE TRAINING FOR?

Appropriate for anyone identified as an expert and wishing to learn how to transmit knowledge in an optimal way.

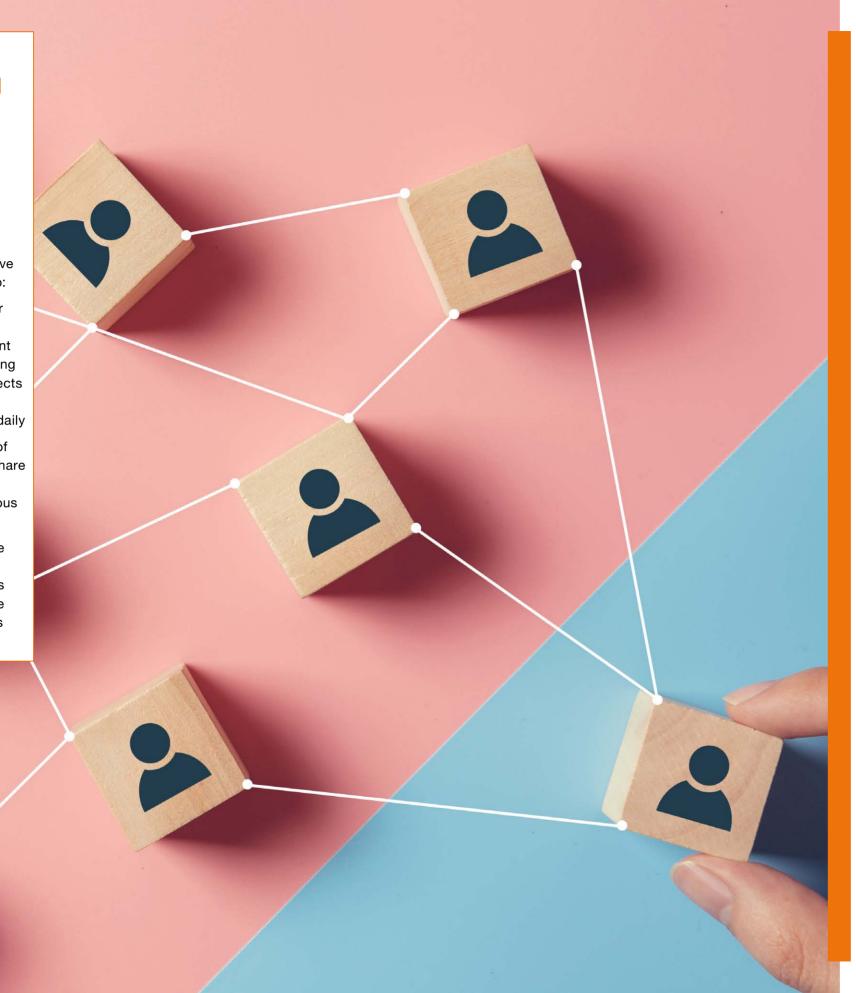
04

Collective Sharing

What is at stake?

We support collective sharing initiatives to:

- «Gather» teams or groups of people located on different sites and/or working on the same subjects but who do not interact together daily
- Federate groups of people eager to share knowledge and to exchange on various subjects
- Provide alternative solutions when the company does not have adequate training to offer its employees



YOUR CHALLENGES

- Improve cross-functional and geographic collaboration
- Discuss technologies, methodologies, procedures or the implementation of innovations
- Reduce competence and knowledge gap
- Collect data, capitalise on know-how
- Harmonise ways of working
- Create or update documentation to share and reuse
- Enlarge point of views

OUR ANSWER

Communities of practices

We accompany your business in the scoping, creation and check-up of communities of practices to ensure high impact and high value.

Learning Groups

We support the development of individual competence by forming learning groups to share experience within a series of collective learning sessions.

Communities of Practices



Depending on organisation needs

WHAT IS AT STAKE?

- Bring professionals together, outside of their organisational set-up, in order to improve expertise and skills
- Ensure consistency in the ways of working
- Contribute to practice evolution
- Create a network of people with common interests and/or challenges and ease knowledge dissemination

Appropriate for those wishing to create a network of people with common interests/challenges.

BUSINESS CHALLENGES COVERED

- Foster collaboration between people split over countries or functions
- Exchange on new technology, methodology, process or organisation implementation
- Foster knowledge capitalisation, collect data and experience, create or update documents, share and reuse
- Foster collaboration after a training or a learning group

USE CASES

- Teams/group of people not located on the same site
- Group of people working on same kind of subjects but not interacting together on a daily basis
- Group of people who want to share common knowledge and exchange on it

BENEFITS

- Maximise collaboration
- Connect people, share practices and ideas
- Improved access to knowledge and expertise, resulting in faster problem solving
- Reduce geographical boundaries
- Create a sense of community in the team

STEPS AND DURATION

Scoping
Need & governance
definition

Creation Community Launch Animation
Coordination
& community
management
expertise

Check-up Health analysis & Corrective action

Learning Groups



WHAT IS AT STAKE?

- Share employee-to-employee knowledge and learning method with a strong focus on the members' learning needs
- Develop overall competence of the group by leveraging each other's experience

Appropriate for any group of people with heterogeneous experiences who want to learn from each other and develop their competences on a topic.

BUSINESS CHALLENGES COVERED

- Reduce collective knowledge gap
- Improve cross-functional and geographical collaboration
- Harmonise ways of working
- Identify areas of competence development

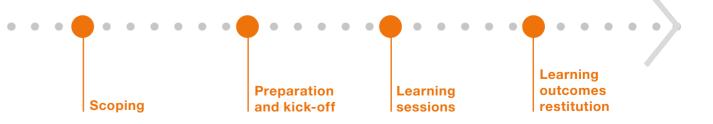
USE CASES

- Knowledge, experience, best practices not consistently shared
- No adapted, formal training
- Necessity to upskill
- Knowledge sharing after newcomer arrival

BENEFITS

- Accelerated access and on-boarding of key skills
- Harmonise competence, reduce gaps
- Cross-sharing and cross-fertilisation
- Collaborate more efficiently on topics of common interest
- Networking and belonging to a group
- Participants are actors of their learning agenda and learn from others

STEPS AND DURATION

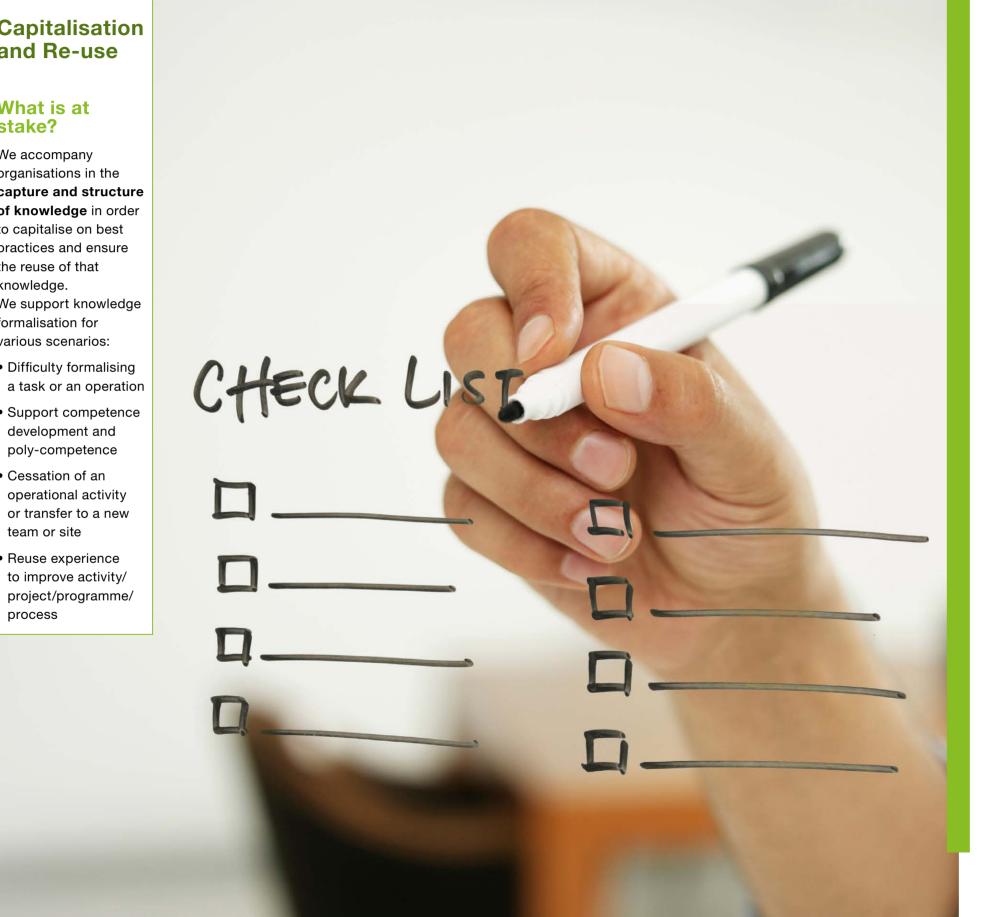


Capitalisation and Re-use

What is at stake?

We accompany organisations in the capture and structure of knowledge in order to capitalise on best practices and ensure the reuse of that knowledge. We support knowledge formalisation for

- various scenarios: Difficulty formalising
- Support competence development and poly-competence
- · Cessation of an operational activity or transfer to a new team or site
- Reuse experience to improve activity/ project/programme/ process



YOUR CHALLENGES

- Gather and structure key knowledge
- Secure business area knowledge
- Formalise gained experience
- Prevent repeating mistakes
- Improve project, programme, process management
- Ease knowledge accessibility
- Store ways of working/procedures/instructions
- Ensure business and operational continuity

OUR ANSWER

Lessons learnt

We map your experience and formalise return on experience and lessons learnt after key business steps.

Wiki

We can also support you in structuring and gathering key knowledge through an online encyclopedia allowing accelerated onboarding, easier access to information and improved collaboration.

Lessons Learnt



2 to 6 weeks (0,5 to 1-day workshop facilitation)

WHAT IS AT STAKE?

- Formalise feedback on the experience with your team after a project key stage or at the end of the project
- Capture the experience of a positive or negative event
- Identify the solutions that have been applied
- Create future recommendations for colleagues in a similar situation

Appropriate for organisations wishing to take advantage of positive and negative lessons from ongoing or completed projects, processes or activities.

BUSINESS CHALLENGES COVERED

- Formalise the gained experience of the project, program, process or activity
- Prevent repeating mistakes
- Improve project/program/process management

USE CASES

- Major project/program step reached
- Transfer of an activity to a new team or site
- Reuse experience to improve activity/project/program/process

BENEFITS

- Capture recommendations from colleagues who have had similar experiences
- Retain lessons from the past
- Increased knowledge and competence
- Ease reusability

STEPS AND DURATION



Wiki



WHAT IS AT STAKE?

• Set up an online encyclopedia collaborative platform

Appropriate for all managers, especially HR and teams needing to structure and consistently update knowledge.

BUSINESS CHALLENGES COVERED

- Gather and structure key knowledge
- Secure specific business knowledge
- Ease knowledge accessibility
- Store ways of working, procedures or instructions
- Ensure business and operational continuity

USE CASES

- Newcomer induction
- Transnational team collaboration
- Teams with need to centralise knowledge

BENEFITS

- Map and structure knowledge in the collaborative platform
- Ease access to relevant knowledge
- Capture critical knowledge and proven methods for future reuse
- Accelerate onboarding of newcomers

STEPS AND DURATION

Knowledge identification & capture

Wiki architecture preparation

Knowledge implementation

06

Supporting Company Projects

What is at stake?

We deploy consulting expertise for

companies looking for solutions to develop knowledge management in their organisations.

We develop solutions adapted to your business challenges and accompany the awareness on Knowledge Management.

YOUR CHALLENGES

- Enable Knowledge Management behaviors
- Link to a culture and practice of knowledge sharing
- Ensure business excellence

OUR ANSWER

Training on Knowledge Management basics

Increase awareness on the existing tools to answer the Knowledge Management stakes of your company.

Knowledge Management training for managers

Provide managers with the tools necessary to act as a KM ambassador and main sponsor.

Induction path

Ensure continuity of the activity and assist new employees to contribute to organisational success more quickly.

Knowledge Management excellence

Develop a KM Model in order to capitalise on and spread knowledge within business departments See part 01: Knowledge Diagnosis

Training from the role of expert to the posture of trainer

Position technical experts as trainers and pillars of the development of internal skills and knowledge.

See part 03: Knowledge Transfer

Customised transformation projects

We can also develop a fully customised solution to respond to your challenges. Create your DIY suite of KM techniques or provide your team with awareness campaigns on KM approaches and solutions.

Training: Knowledge Management Basics





15 participants maximum

WHAT IS AT STAKE?

Pedagogical objectives:

- Answer Knowledge Management stakes of your company
- Be trained on knowledge capture and transfer (theory and practice)
- Capitalise after project closure with the "lessons learnt"
- Share knowledge by developing a community of practices

WHO IS THE TRAINING FOR?

Appropriate for managers looking for solutions to develop Knowledge Management in their organisations.

WHAT IS AT STAKE?

Pedagogical objectives:

- Recognise knowledge as highly valuable company asset
- Understand how we approach knowledge
- Encourage Knowledge Management mindset in your team according to a clear methodology
- Position the manager as the most important sponsor for Knowledge Management

WHO IS THE TRAINING FOR?

Appropriate for managers wishing to clearly identify Knowledge Management solutions to implement and encourage within their teams.

Training: Knowledge Management for Managers



Depending on organisation needs

Induction path



Depending on organisation needs

WHAT IS AT STAKE?

 Identify the different activities to be carried out in order to acquire explicit knowledge or implicit in a given occupation for a newcomer

An induction path can be defined at the level of a given occupation but include elements at the level of the company.

BUSINESS CHALLENGES COVERED

- Ensure a positive first impression for new employees
- Create the feeling of belonging
- Familiarise the new employee with the job and the job environment
- Ensure continuity of the activity
- Provide a thorough onboarding for new employees allowing them to be fully operational and to rapidly contribute to the overall success of the company

USE CASES

• Integration of new collaborators

BENEFITS

- Make sure new team members feel welcome and comfortable
- Identify ways of acquiring knowledge/building skills
- Be clear about what is expected from the newcomer
- Ensure existing staff are clear about the new member's role
- Create a welcome booklet with:
- Company structure presentation
- Where to find information
- Things to know
- Complete all administrative tasks efficiently
- Accelerate the integration and upskilling of the newcomer

STEPS AND DURATION

Identification of necessary knowledge

Path delivery

Scoping

Contacts

Have you identified a need to retain and protect knowledge in your company?

Are you faced with situations such as mobility, retirement or prolonged absence for example?

Through our set of proven solutions or indeed by customising the perfect one for your company, our dynamic and experienced team is here to support your Knowledge Management journey.



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