

# System Perspectives on KM and Innovation

In2:InThinking Network  
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# Intro/ Ice-break

- *Name*
- *Organization*
- *What you do at your organization*
- *Skills*
- *Expectations from this workshop*

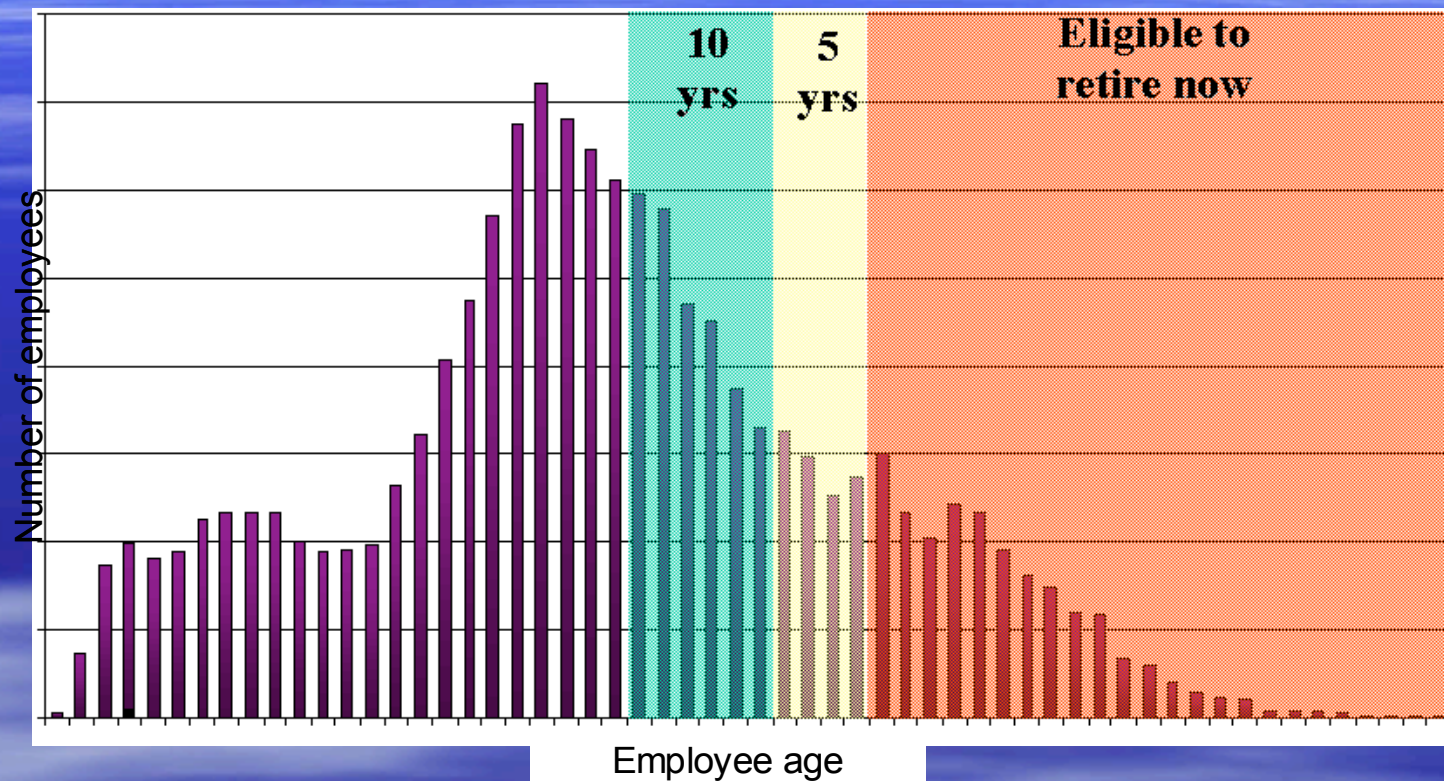
# KM Overview at PWR

*KM201 CBT, Sections 1-8 (~5 min)*



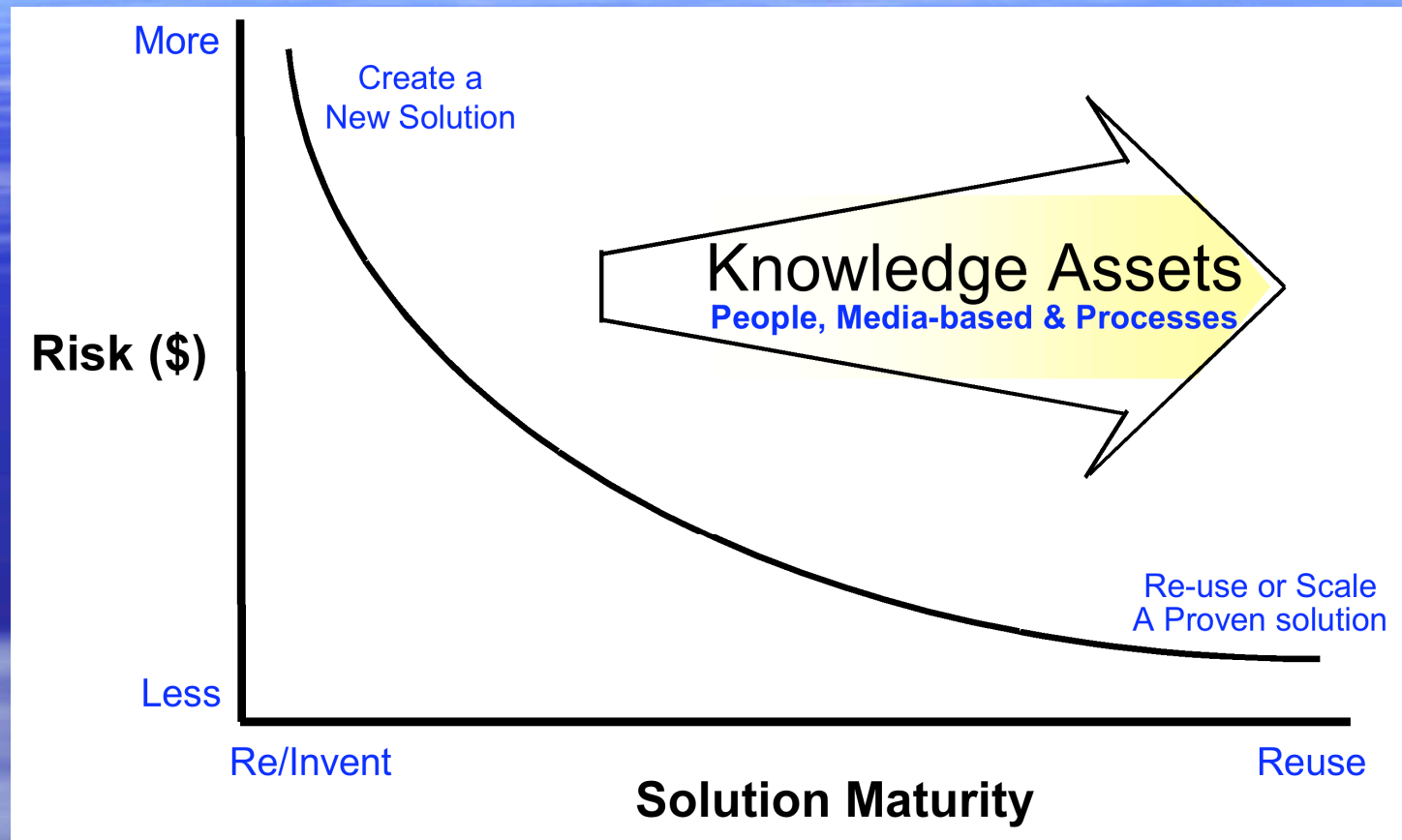


# KM Challenges...



*...Aging workforce...*

# KM Challenges continues...



... duplication on problem solving & process improvements...

# Other KM Challenges...

*What are some of your organization's KM Challenges?*

*And why do you think they exist...?*

# Knowledge Recognition Chart (KR Chart)

So...how is it possible that company leadership does not always see these KM challenges?

To illustrate this point, here is a simple quad chart.

		Know	Don't Know
Know	Know	<i>I know what I know</i>	<i>I know what I don't know</i>
	Don't Know	<i>I don't know what I know</i>	<i>I don't know what I don't know</i>



# Knowledge Recognition Chart (KR Chart)

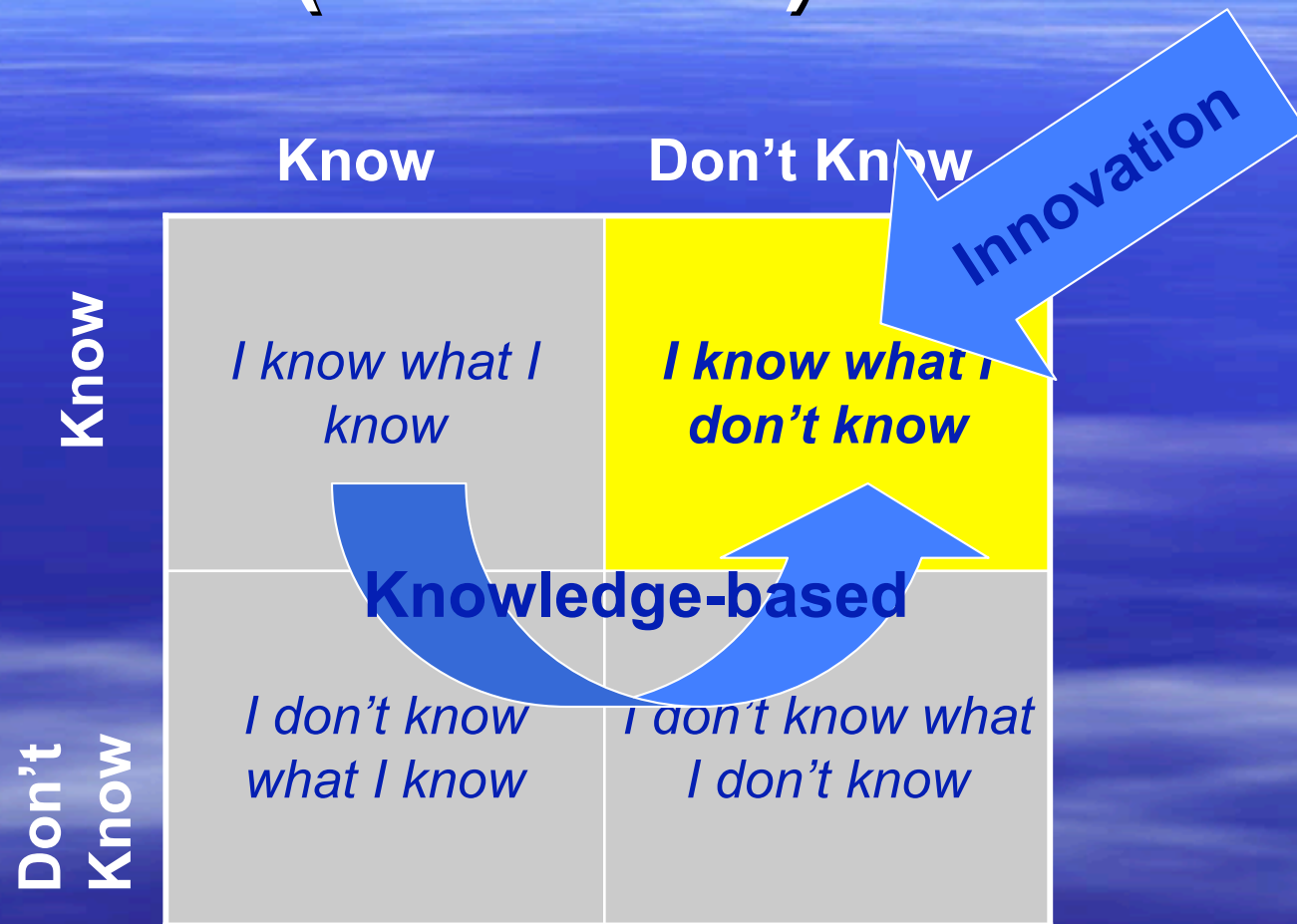
		Know	Don't Know
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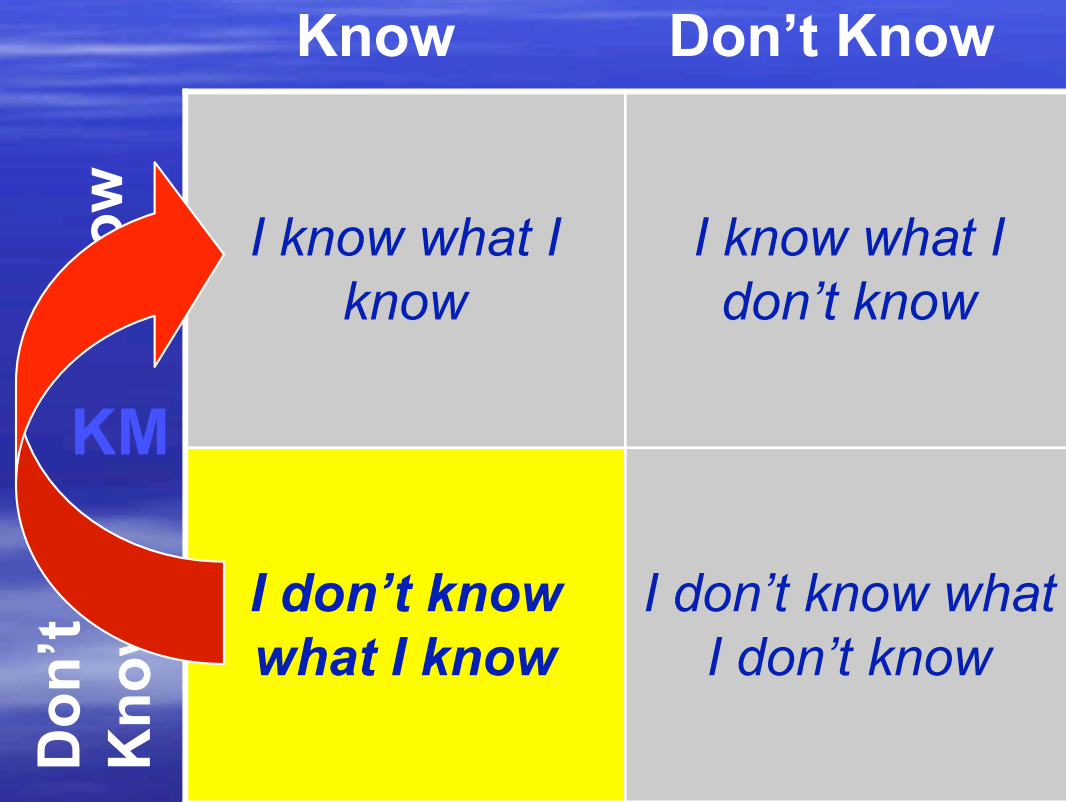
# Knowledge Recognition Chart (KR Chart)



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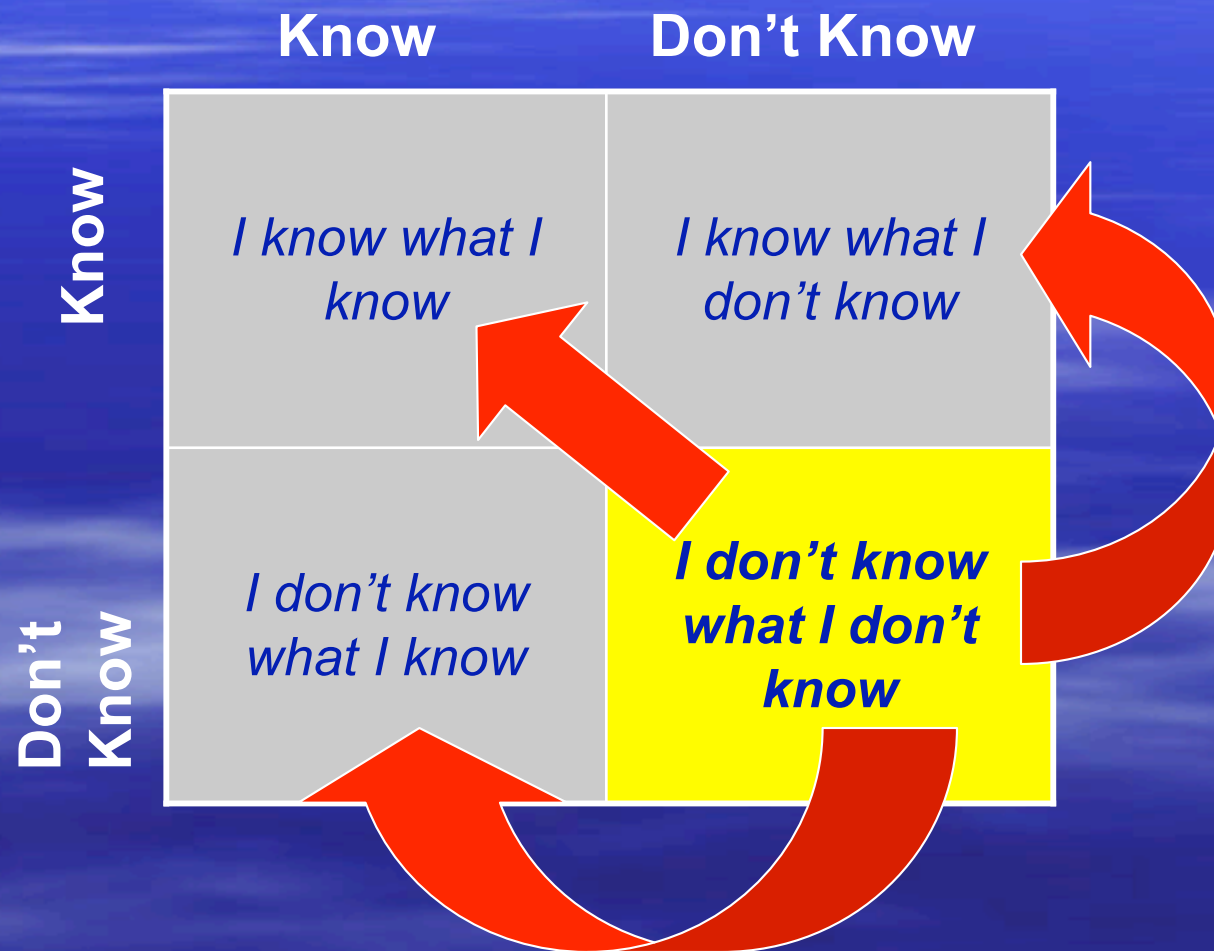


# Knowledge Recognition Chart (KR Chart)



If we only knew what PWR already knows

# Knowledge Recognition Chart (KR Chart)



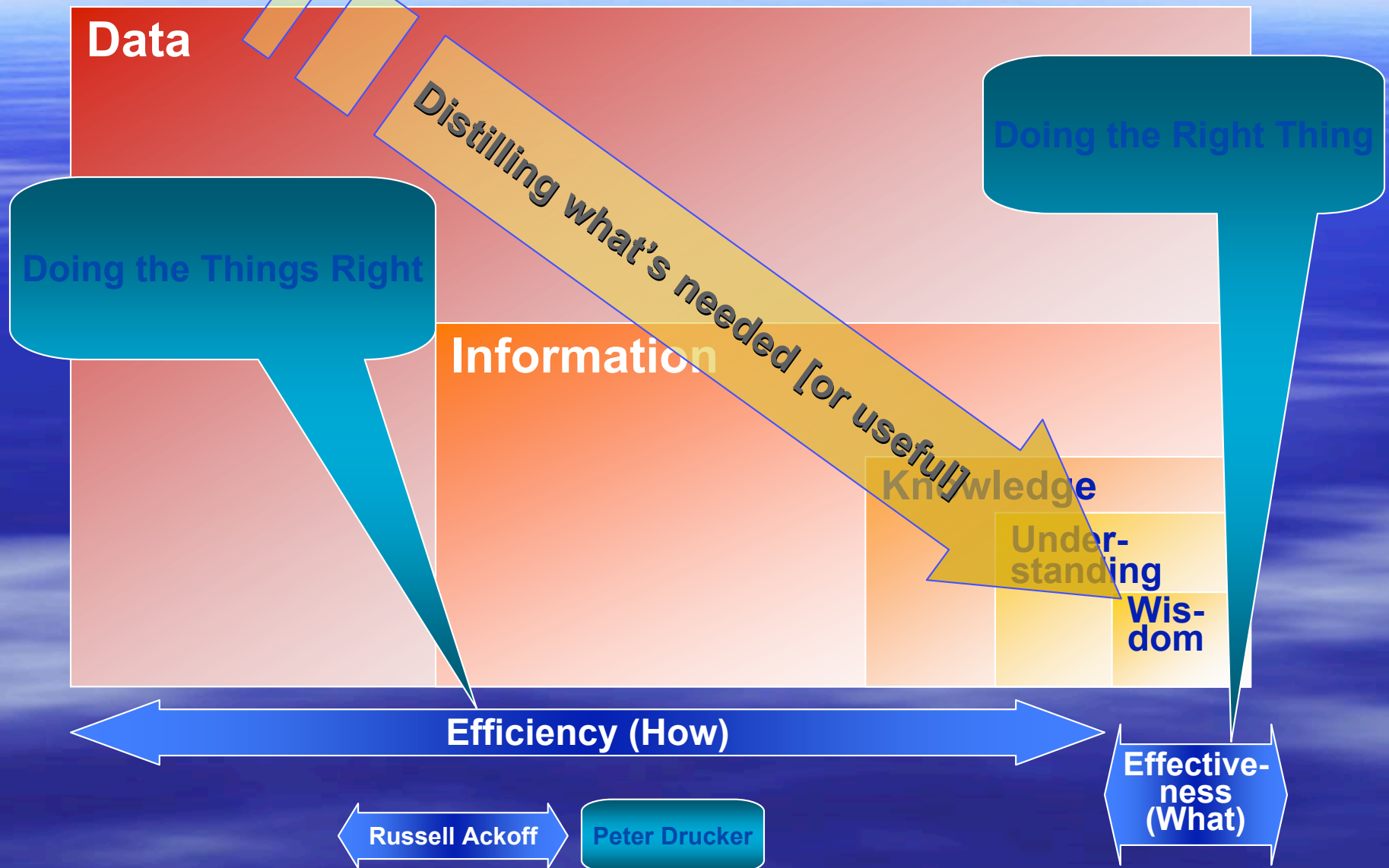


# What is Knowledge...

*With KR chart in mind...*

*Let's take a look at “knowing” or  
“Knowledge”*

# What is Knowledge?



***KM201 CBT, Sections 9-End (~15 min)***



# KM Process and Tools

## KM Process

Map

Capture

Organize

Transfer

Utilize

Knowledge  
Transactions

People

Media-  
based

## KM Tools

Critical  
Capabilities  
Retention

People

Media-  
based

Collaboration  
Tools

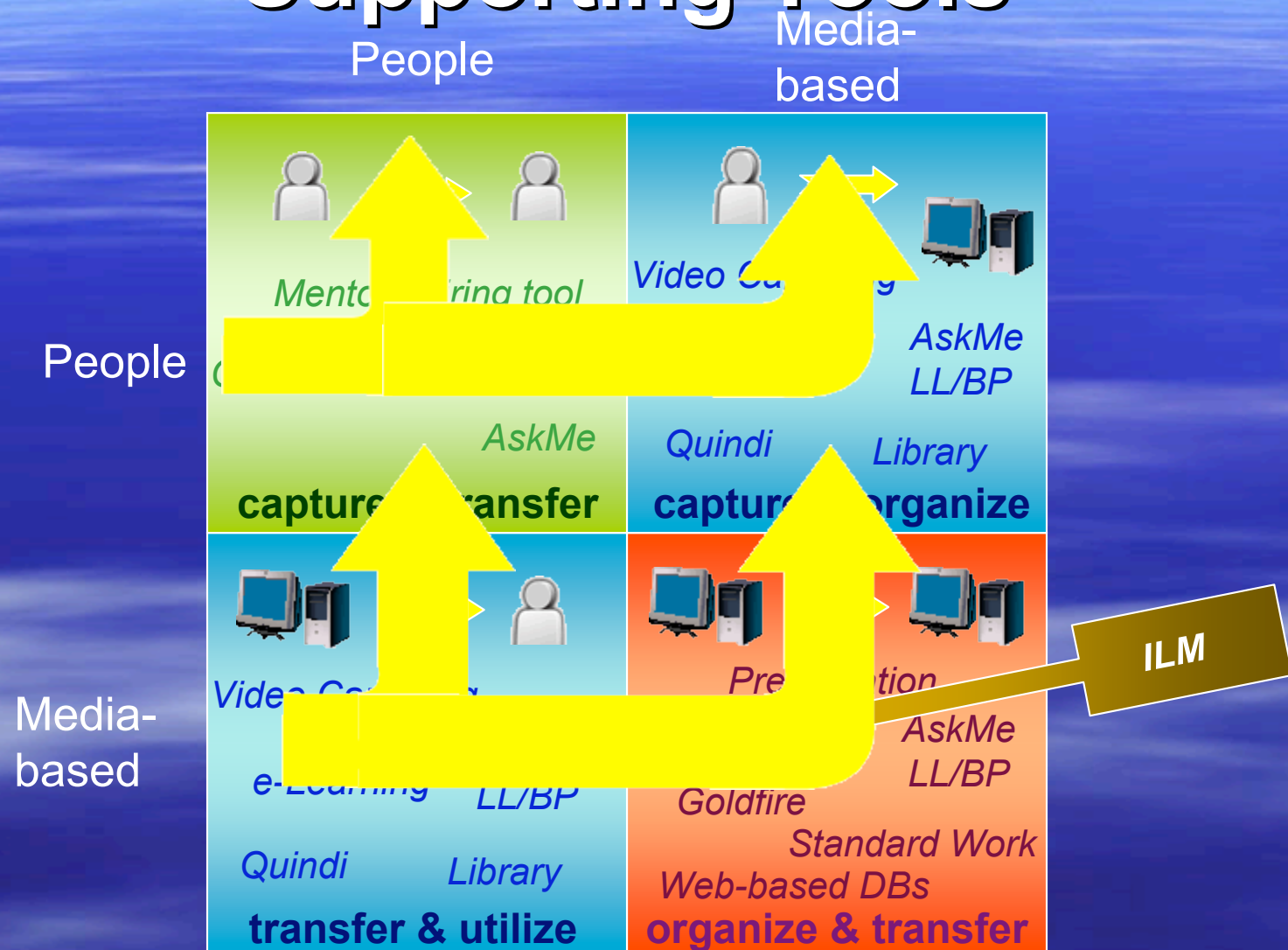
Capturing  
Tools

Training  
Tools

Searching  
& Organizing  
Tools



# Knowledge Transactions and Supporting Tools



# Mitigation Plan Exercise

*Refer back to the KM challenges we've discussed earlier,*

*What are some of the solutions or plans to mitigate those challenges?*

# Sharing of Results

*Expectations from Mitigation Plans*

# How is KM related to Innovation...?

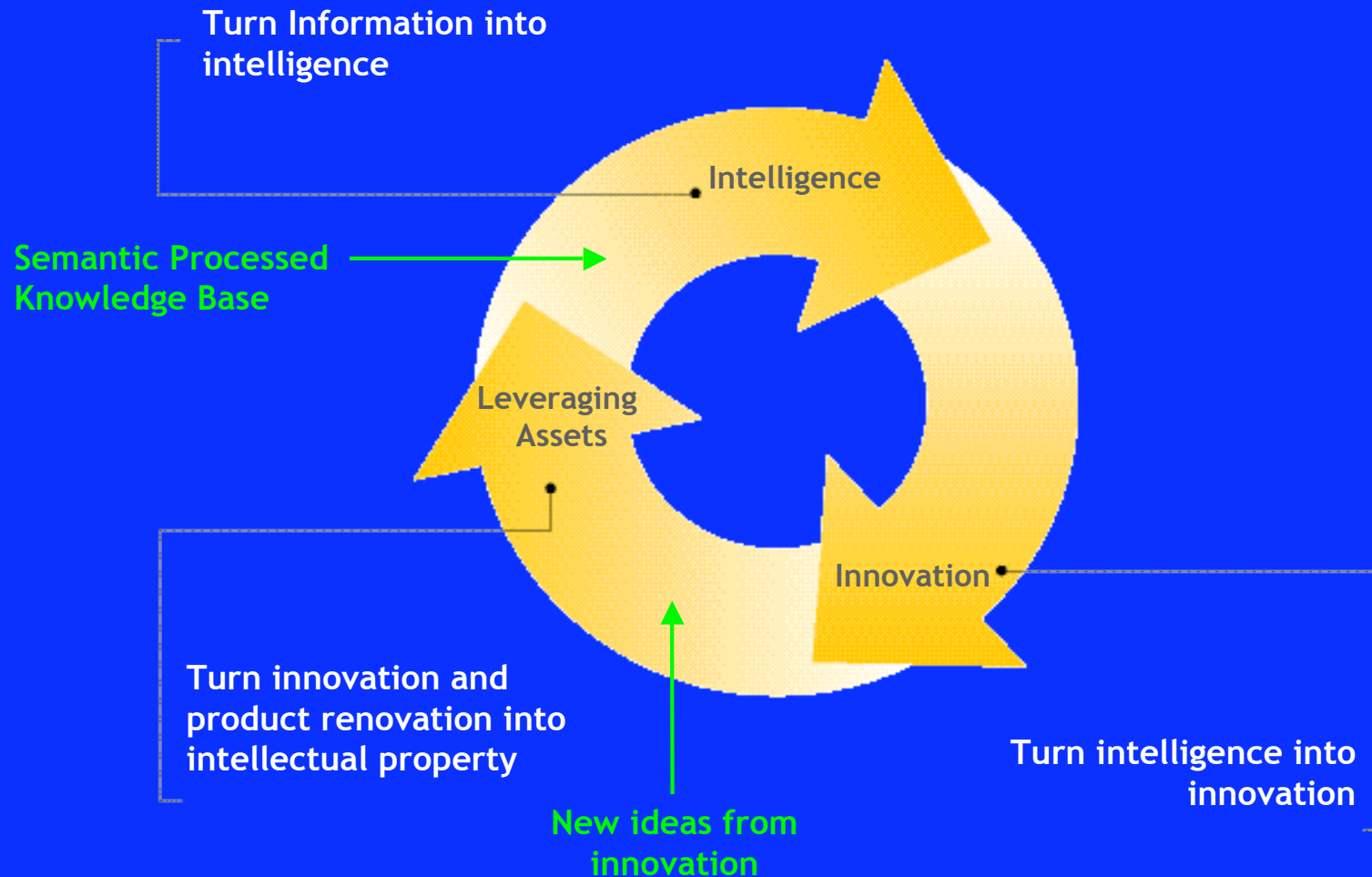


# Issues with Traditional Innovation Methods

- Limited resource for Brainstorming sessions
  - Relies on subject matter experts
- Ideas are often rushed to solution without a thorough understanding of the problem or task at hand
  - Leads to subsequent rework
- Limited access to the needed information
  - Tribal knowledge buried in departmental silos
  - Lost due to workforce turnover
  - Relevant info from other scientific disciplines beyond reach
  - Reinvent the wheel by overlooking what has already been done

**Knowledge  
Management**

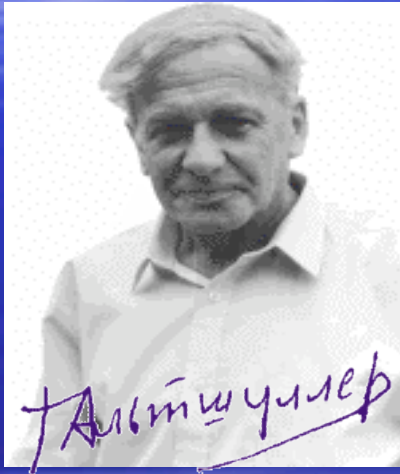
# Knowledge Base for Innovation & Innovation to Create Knowledge Base



# Innovation Technique

## TRIZ

- Russian acronym for “*The Theory of Inventive Problem Solving*”



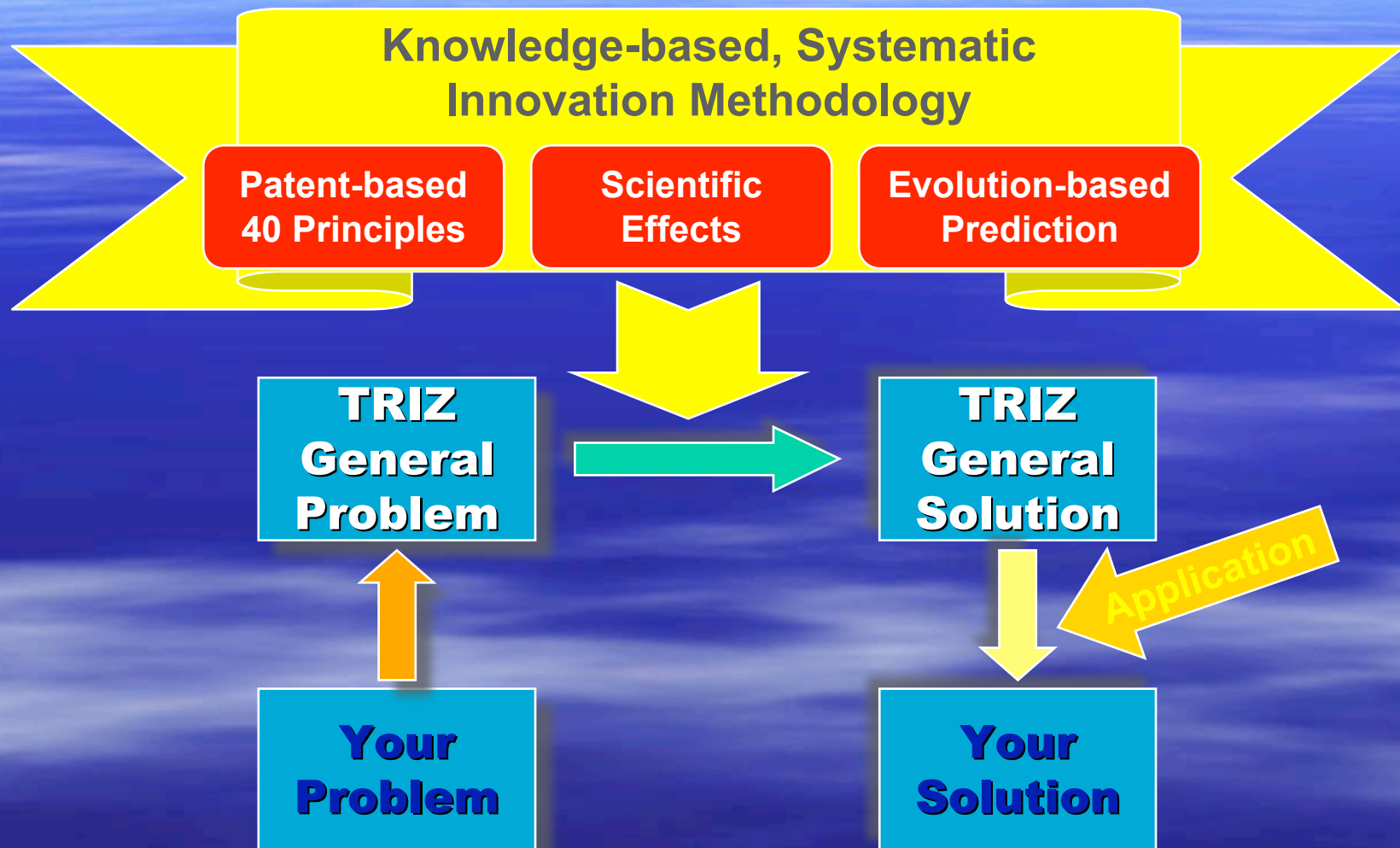
- Created by Genrich Altshuller (1926 - 1998)
- Research began in 1940's
- Findings began with over 200,000 patents
- Research covers over 3.1 million patents

# 3 Key Findings

- 1. Problems and solutions are **repeated across industries & sciences**
- 2. Patterns of technical evolution are **repeated across industries & sciences**
- 3. Best innovations occur when **scientific effects** are used **from outside the field** where the original problems were developed



# This is how TRIZ works



**After thought**

*Please fill out the Survey...*



*Thank you...*