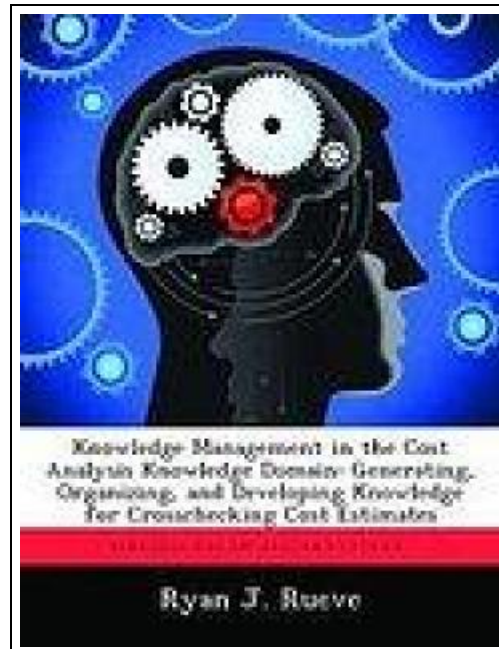


## Knowledge Management in the Cost Analysis Knowledge Domain: Generating, Organizing, and Developing Knowledge for Crosschecking Cost Estimates



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Biblioscholar Nov 2012, 2012. Taschenbuch. Book Condition: Neu. 246x189x9 mm. This item is printed on demand - Print on Demand Neuware - Two problems the Aeronautical Systems Center's Acquisition Cost Division (ASC-FMC) is encountering with its Life Cycle Cost/Lean Process Initiative (LCC/LPI) efforts are (Marshall and Seibel, 2000): (1) a high proportion of inexperienced to experienced cost analysts which makes access to valuable expertise limited, and (2) knowledge loss due to turnover of experienced cost analysts. What is needed is a 'system that enables organizations to capture, analyze, share, apply, and reuse knowledge' (Cho et al, 2000:2-6). Using a Knowledge Management framework presented by Cho and colleagues, this study will demonstrate a process to generate, organize, and develop expert knowledge as a means to minimize knowledge loss due to turnover. The methodology presented in this thesis is a four-step, tailored approach to identify tasks or processes important to the functioning of an organization, capture knowledge from experts pertaining to those tasks (generate content), convert that knowledge into a flowchart (organize content), and have experts critique the end product to ensure accuracy and usefulness (develop content). The methodology capitalizes on proven knowledge elicitation techniques for the generation of knowledge and a commercial-off-the-shelf software program, Microsoft Excel, for the organization and representation of knowledge in the form of a flowchart. The methodology is demonstrated on the process of crosschecking cost estimates and resulted in the creation of a procedural guide. This guide contains a flow chart representing the experts' approach to crosschecks, and hyperlinks to detailed knowledge sheets regarding each step. 144 pp. Englisch.



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