

**KNOWLEDGE MANAGEMENT IN AEROSPACE – EDUCATION AND TRAINING ISSUES.**

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**Introduction:** This paper addresses the issues involved in education and training as it relates to the concept of Knowledge Management in Aerospace. Let us assume that everyone is in agreement about the value of Knowledge Management in Aerospace. What does this really mean for those working in the field? How do we communicate this concept of Knowledge Management to those working in the organizations and generating the knowledge? Knowledge Management is not just a technical discipline. It is not something that involves only computers and data warehouses. Knowledge Management involves humans. This human element is what can take the pieces of information and turn them into knowledge for an organization.

**Critical Issues:** There are three sides to the idea of training with respect to Knowledge Management. These are:

1. How to develop a Knowledge Management culture and system.
2. How to create and identify knowledge and feed it into this system.
3. How to recognize, retrieve, and apply the knowledge.

Each of these issues requires an understanding of the goal of Knowledge Management. The goal of KM, particularly in a knowledge driven industry, is to facilitate opportunistic application of fragmented knowledge through integration. One can see, from that definition, that knowledge may often be unidentified and unrecognized. It is the experiences and understandings of those within the organization. These are hidden as disconnected fragments of knowledge or information. Knowledge differs from data which is a series of observations, measurements, or facts. It also differs from information which is data organized into patterns that have meaning.

Knowledge is at times a bridge between data and information. Knowledge can be the element that pulls us to organize data in certain ways that turn the data into information. Knowledge can also be applied to take pockets of fragmented information and organize it into higher levels of knowledge. This paper addresses the three aspects of training that must be addressed to have a viable Knowledge Management system in Aerospace.