

---

# Survey Topic

---

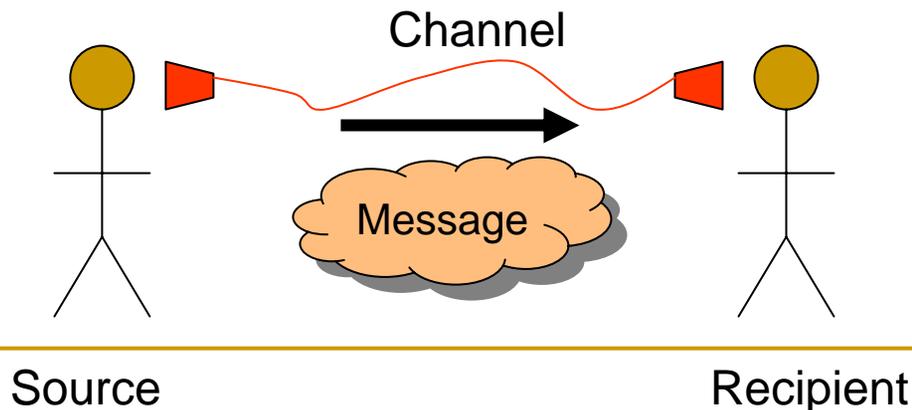
**John R. Voit**

SUNY Buffalo  
Department of Industrial Engineering  
PhD Candidate

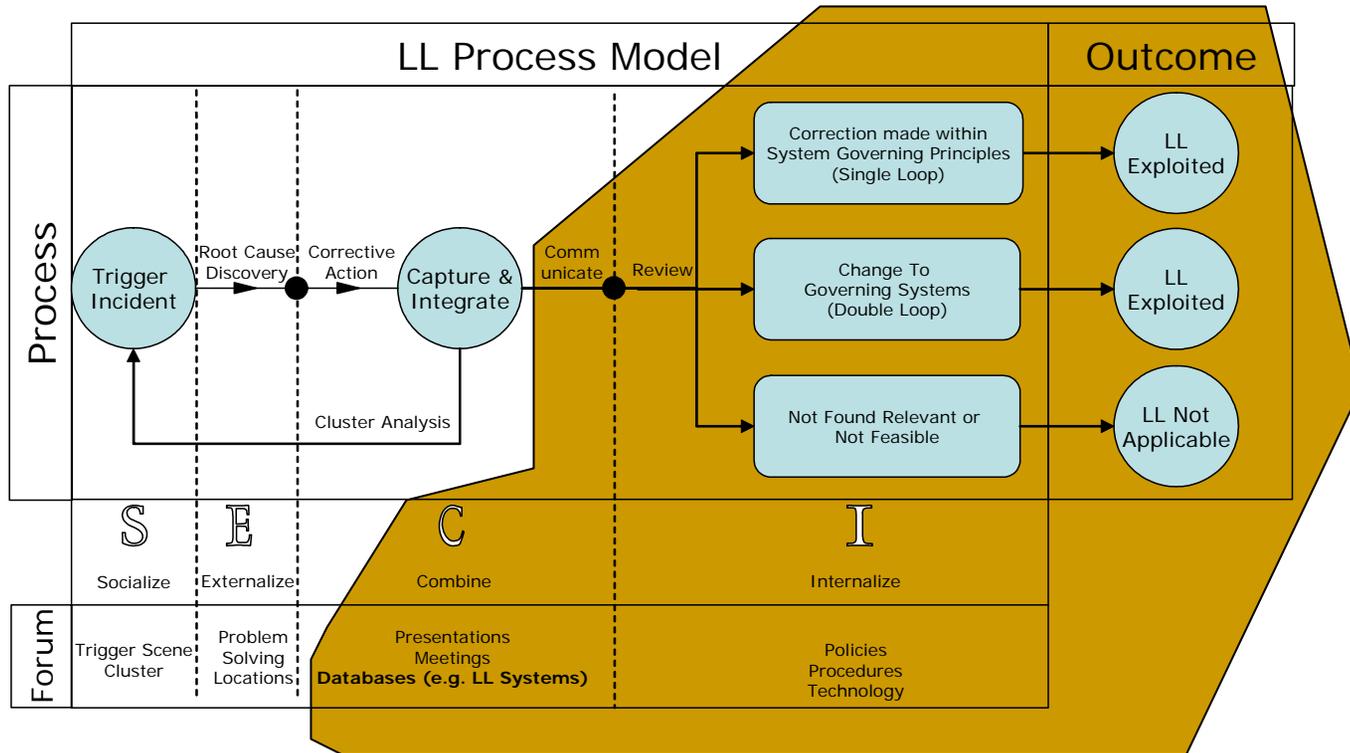
Delphi Corporation  
Reliability Engineering Manager

# What makes a Lessons Learned System Successful?

- Organizations insist on creating LL Systems
- Much promise
- Significant focus on IT aspects
- Communication is Key
  - Start by focusing on the recipient



# Focus on I of SECI



To better understand how these systems should be designed my study focuses on how individual recipients perceive the information, organizational context, and outcomes; as well as, their personal discretion.

---

# Practical Input

## Personal Involvement - Action Research Perspective

- Developed LL Process to feedback information to NPD
- Comparison of Three Case Studies
- Consultant for (2) LL System Development Teams

## Published Reports

- INEEL Report: History & Assessment of DOE Site System
- GAO Report of in depth study of NASA LLIS
- Construction Industry Institute Research Report 123-11
  - 145 Short Surveys
    - ~50 Formal Systems
    - 25 Interviews

## LL Websites

- Reviewed over 40 LL websites and documentation
-

---

# What Makes LL systems work?

- Combine theory and practice to prove what makes these systems successful (or not successful)
  - Use a combination of interviews, documentation (websites), and surveys to collect the data to prove what is most important.
-

---

# Methodology - Level of Analysis

- Information Review: Lessons Learned System Analysis
    - Characterize systems using available documentation and interviewing key contacts (i.e. knowledge brokers)
    - Select systems based on Org Context and Representation
    - Operationalize constructs based on previously validated instruments where possible
    - Also have access to previous surveys specifically on LL Systems
  - Information Adoption: Message Analysis
    - Select specific messages for recipients to provide survey information
-

---

# Survey Screening

- Please, Fill out the provided surveys
  - All personal and site identification information will be kept confidential
  - Indicate with an X in front of the number if you do not understand the question
    - write comments for that question on back of first page.
-

---

# Back-up

---

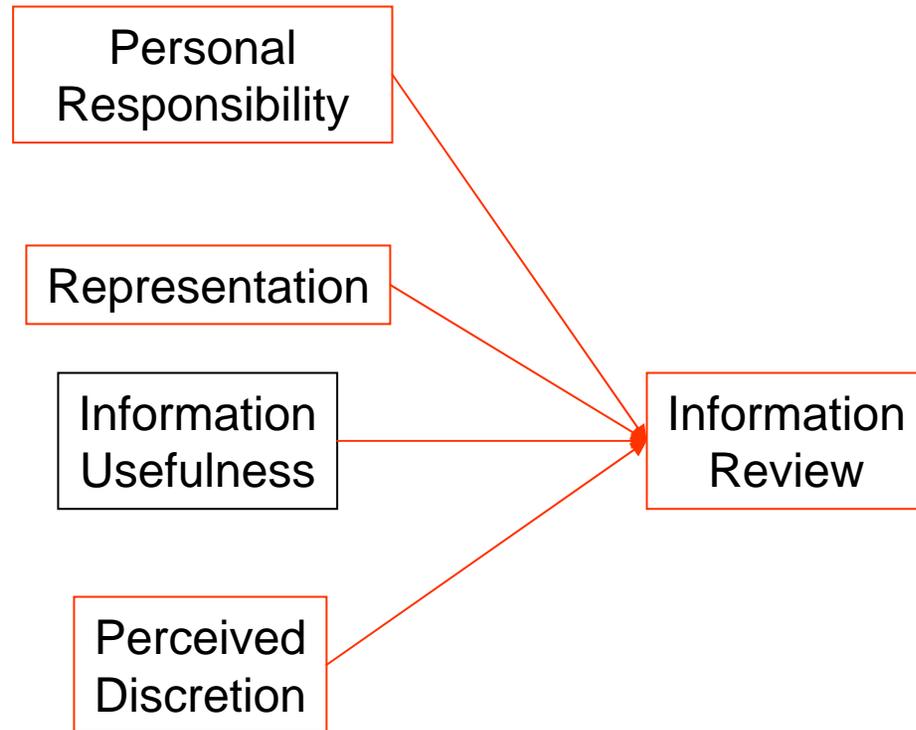
---

# Background theories

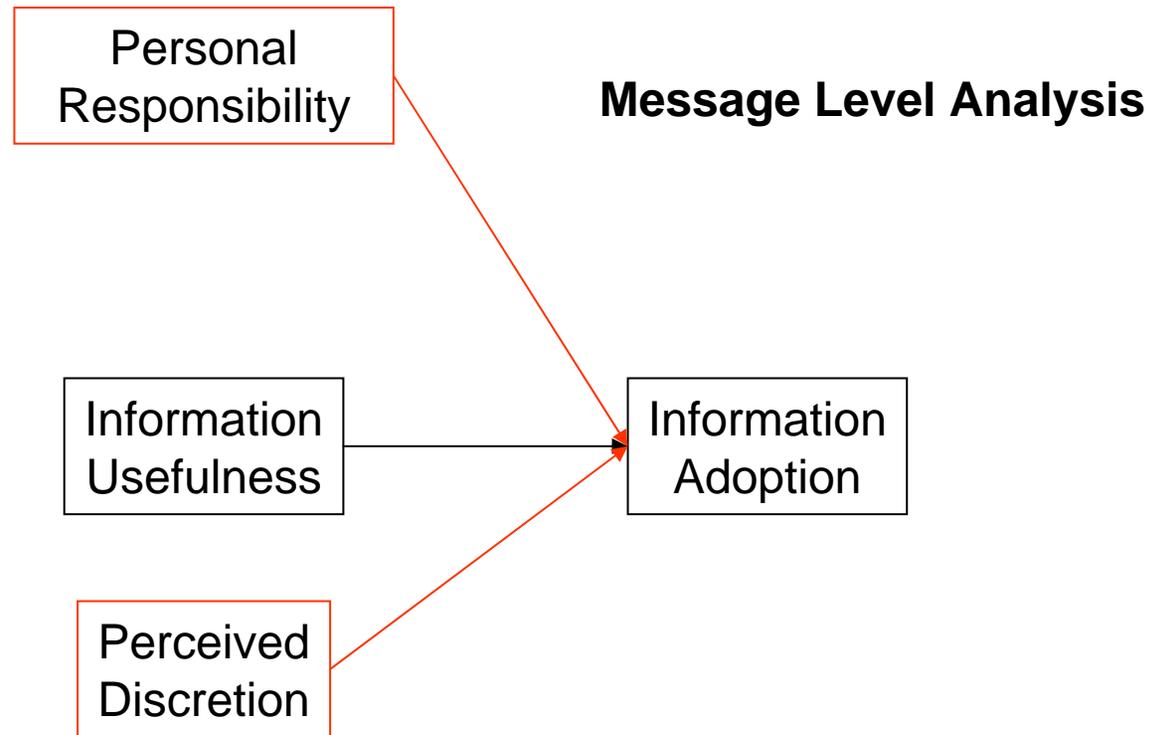
- *Knowledge Transfer*: “Knowledge transfer in organizations is the process through which one unit (e.g., individual, group, department, division) is affected by the experience of another.” (Argrote et al. 2000, Organizational Behavior and Human Decision Processes).
  - *Communication Theory*: “Basic elements of any two-person communication: a message, a sender, a coding scheme, a channel, transmission through the channel, a decoding scheme, a receiver, and the assignment of meaning to the decoded message (Gupta et al. 2000, Strategic Management Journal)
    - *SDT, Decision Making, taking action*
    - *Receiver’s perspective*
    - *Elaboration Likelihood Model based in a persuasive communication context*
  - *Institutional Theory* - Prevailing organizational norms, values, culture, and history affects the behaviors of the individuals (Purvis et al. 2001, Organization Science).
  - *Technology Assimilation Theory*: “The extent to which the use of the technology diffuses across the organization projects or work processes and becomes routinized in the activities of those projects and processes” (Purvis et al. 2001, Organization Science).
-

# Information Review

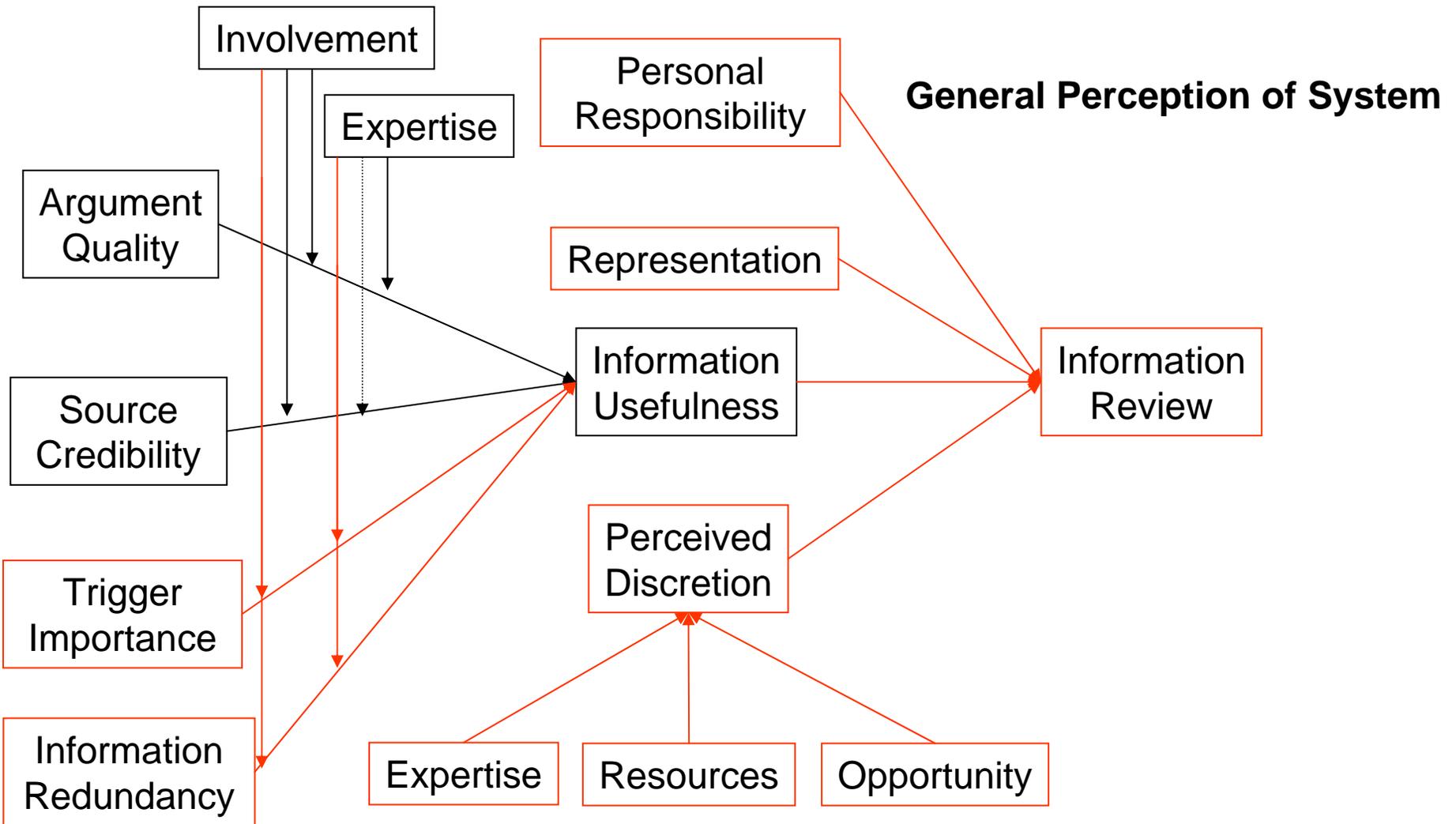
## General Perception of System



# Information Adoption | Review



# Information Review



# Information Adoption | Review

