DESIGNING COMMUNITY OF PRACTICE FOR TECHNICIAN LEVEL AS KNOWLEDGE MANAGEMENT IMPLEMENTATION SYSTEM IN PT. GMF AEROASIA

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Abstract

In-line with the growth of airline and maintenance, repair, and overhaul (MRO) industry market size, the needs of MRO for qualified technician is also increase. This urgent needs force the speed of the process to develop a qualified technician. A technician need to have a certain required knowledge depending on the needs of the company. Based on this regeneration, an effective transfer of knowledge process is needed so that the new technician will be able to adapt more quickly and has the required knowledge to support the business process. This condition shows that the PT. GMF AeroAsia needs a system that will accelerate the knowledge flow in the company. To solve this problem, this research use community of practice (CoP) as an implementation of knowledge management method to accelerate transfer of knowledge process. The transfer knowledge in CoP is conducted using knowledge café method. CoP starts with the identification and evaluation of the existing method. Then it starts with the identification and evaluation of methods that have been applied. CoP implementation design needs to be planned thoroughly, and the last process is to details of the implementation process of the CoP. The strategic steps for the preparation of the design includes determining the scope of implementation, the establishment of CoP identification purposes, domain determination, community, and practice, the determination of the material, identify input, process and output, as well as identification of the layout plan of implementation of the CoP.
Result of this research indicate that there are weaknesses in current knowledge transfer method such as coaching, mentoring, sharing session, training, supervise, and repository. These weaknesses can be fixed by CoP method. CoP step plan is also used to implement the knowledge management.

Key words: Community of Practice, Knowledge Café, Knowledge Management, Transfer Knowledge.