A Knowledge Management System for Humanitarian Logistics
Practitioner Survey KMS – Presentation HNPW

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We are working on a knowledge management system for the Humanitarian Logistics practitioner and would like to collect your feedback on the current concept.

| **Mission** | Make available **knowledge accessible** to the community and **close gaps** together with community |
| **Context** | Drive for **more localized humanitarian responses** by community and development of **humanitarian logistics standards** by HLA |
| **User centric approach** | **Expert interviews** and confirming **practitioner survey** to understand current knowledge management and **future knowledge needs** |
| **Knowledge** | Learnings **relevant across** humanitarian responses |

Support by doctoral student Lothar Weichert at WHU – Otto Beisheim School of Management, Germany. Pilot implementation together with [www.humanitarianlibrary.org](http://www.humanitarianlibrary.org) hosted by Shelter Centre, Switzerland.
Our understanding: A wealth of humanitarian logistics knowledge exists in public & semi-public sources, but each logistician is on her/his own to find and organize it

Wealth of humanitarian logistics knowledge

- Wealth of knowledge exists... 
  - Provided by experienced stakeholders 
  - Often public or accessible for free
- … but challenging to find 
  - Widely scattered 
  - Different terminology 
  - Different contexts
- Practitioners cope on their own... 
  - Big organizations with internal systems 
  - Personal local libraries build over career 
  - Tightly nit personal networks as fallback
- … limiting access to new colleagues 
  - Access needs to ‘rebuild’ each time 
  - Valuable insights not shared for practical reasons (despite general willingness)

Experienced humanitarian logisticians’ knowledge management

- Organizations’ internal knowledge systems
- Personal library and experience (analog / digital)
- Personal network

Accessibility as primary knowledge issue

- Wealth of knowledge exists...
- … but challenging to find
- Practitioners cope on their own...
- … limiting access to new colleagues
We implemented a pilot of the Knowledge Base together with the Humanitarian Library to show what it could look like and get things rolling.

Knowledge Base Pilot

- **Agile development and communication medium**
  - Helps with stakeholder communication and feedback collection (also funding collection)
  - Exposes practical challenges relevant for development
  - Gets Knowledge Base started

- **Implementation on HLA website**
  - Runs on current HLA infrastructure ([www.humanitarianlogistics.org](http://www.humanitarianlogistics.org))
  - And on Humanitarian Library, hosted by Shelter Centre, Geneva ([www.humanitarianlibrary.org](http://www.humanitarianlibrary.org))
  - Is accessible at [https://tinyurl.com/KB-pilot](https://tinyurl.com/KB-pilot)
The Knowledge Base supports at least two key user-flows, to support experienced and aspiring humanitarian logisticians alike.
Deep Dive: Helping aspiring humanitarian logisticians to successfully navigate the Knowledge Base is a priority – its framework and taxonomy try to support this.

### Framework and Taxonomy

- **Intuitiveness and transparency above structural rigor**
  - Taxonomy highly organization specific in humanitarian sector
  - Aspiring practitioners only know private sector perspective
  - Simple framework = quick orientation
  - Also aligned with existing standardization efforts (LogCluster’s LOG, HLA’s PARCEL Project)

- **‘Ccatchy’ two-dimensional structure**
  - Along humanitarian supply chain with perspectives / variants to specify
  - Plus general & cross-cutting topics

- **Topics as building blocks**
  - Hold the actual knowledge resources
  - … structured by content type

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One topic: Collects the knowledge for one aspect of the humanitarian supply chain organized by content type.

Overarching aspects, with relevance for all steps in the supply chain.

Perspectives on / variants of the ‘normal case’.
We would greatly appreciate your feedback, especially to inform content priorities – the survey is online and should take roughly 10 minutes.

**Our next steps**

- **Content and pilot implementation**
  - Extend example content
  - Continue pilot implementation

- **Practitioner survey**
  - Continue expert consultation in preparation
  - Run Practitioner survey itself

- **Sustainability concept**
  - Develop first ideas
  - Tests ideas in pilot implementation, to keep content and structures up to date

**We would love to receive your feedback**

~10 min survey on current concept and priority contents

[https://ww2.unipark.de/uc/HLA-Knowledge-Base-Survey-2019](https://ww2.unipark.de/uc/HLA-Knowledge-Base-Survey-2019)

[https://tinyurl.com/HLAkmsSurvey](https://tinyurl.com/HLAkmsSurvey)

Both lead to the same website
In summary, HLA tries to address the accessibility issue in humanitarian logistics knowledge management – our survey allows to tailor it to actual needs!

**HLA Knowledge Base**
Knowledge Management System for Humanitarian Logistics

- **Accessibility is key challenge** of knowledge management in humanitarian logistics
- While valuable humanitarian logistics knowledge exists and is available to the community in principle
- Especially aspiring practitioners require support
- HLA Knowledge Base addresses access challenge by providing central portal linking to existing resources
- Practitioner survey online to confirm understanding and collect priorities for content collection

https://ww2.unipark.de/uc/HLA-Knowledge-Base-Survey-2019
https://tinyurl.com/HLAkmsSurvey

Please promote the survey!
Lothar is responsible for the execution of the project. He is a doctoral student at WHU in Germany and researches humanitarian logistics with different actors.

**Lothar Weichert**  
*Doctoral Student*  
WHU – Otto Beisheim School of Management

Background in mathematical optimization and supply chain engineering  
Currently on educational leave from strategy consulting at PwC Strategy&

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**Goal of Doctoral Project:**  
Tackle concrete scientific challenges *with* & *for* humanitarian actors to increase humanitarian logistics *efficiency* & *effectiveness*  
... with a focus on humanitarian responses, using digitalization and state-of-the-art services

**Doctoral Project in Three Parts & in close cooperation with humanitarian actors**

- Structure a Knowledge Management System for Humanitarian Logistics and identify priorities for content creation and research to help practitioners
- Evaluate the impact shared in-country storage & transport services in humanitarian responses quantitatively, via a simulation of a local logistics market
- … *to be determined*, e.g.  
  - Route optimization in evolving crisis  
  - Optimization of humanitarian pharma / medical devices supply chain

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We are looking forward to your feedback!
Please feel free to get in touch with Lothar for any follow-ups, suggestions, …