



A Knowledge Management System for Humanitarian Logistics

Practitioner Survey KMS – Presentation HNPW

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DRAFT vPostSession

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

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The HLA Knowledge Base Knowledge Management for Humanitarian Logistics

1 Mission

Make available **knowledge accessible** to the community and **close gaps** together with community

2 Context

Drive for **more localized humanitarian responses** by community and development of **humanitarian logistics standards** by HLA

3 User centric approach

Expert interviews and confirming **practitioner survey** to understand **current knowledge management** and **future knowledge needs**

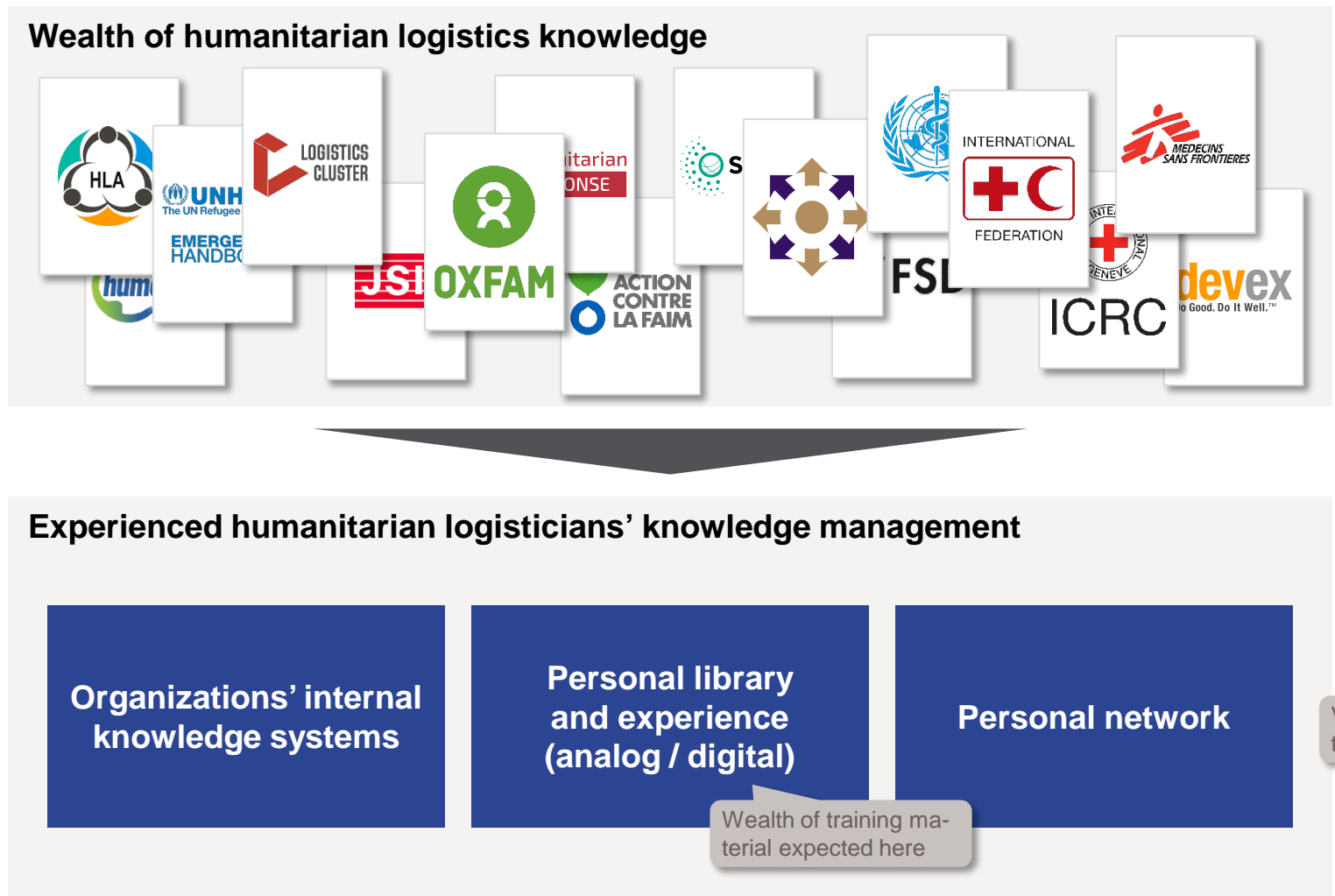
4 Knowledge

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 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

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Accessibility as primary knowledge issue

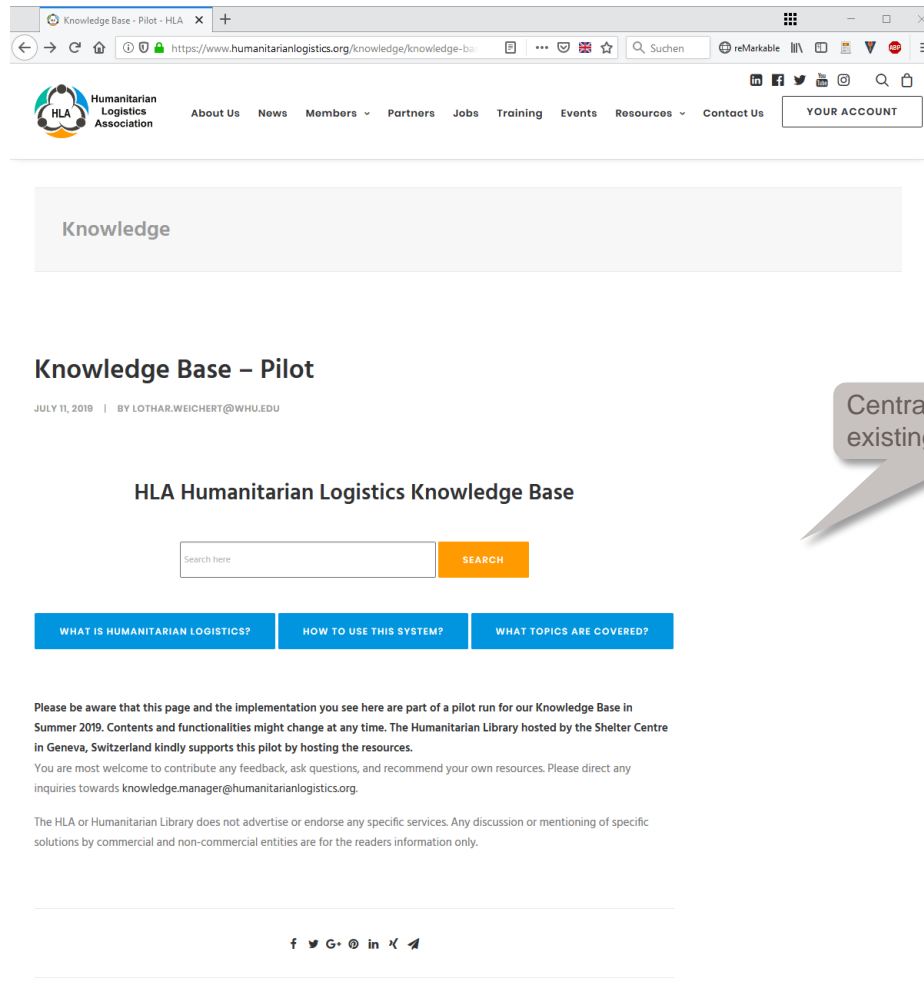
- **Wealth of knowledge exists...**
 - Provided by experienced stakeholders
 - Often public or accessible for free
- **... but challenging to find**
 - Widely scattered
 - Different terminology
 - Different contexts
- **Practitioners cope on their own...**
 - Big organizations with internal systems
 - 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)

Starting point for standardization efforts

Very limited training budgets

We implemented a pilot of the Knowledge Base together with the Humanitarian Library to show what it could look like and get things rolling

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Central portal, to link to existing resources

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)
 - And on Humanitarian Library, hosted by Shelter Centre, Geneva (www.humanitarianlibrary.org)
 - Is accessible at <https://tinyurl.com/KB-pilot>

The Knowledge Base supports at least two key user-flows, to support experienced and aspiring humanitarian logisticians alike

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Direct

The diagram shows a landing page for the HLA Humanitarian Logistics Knowledge Base. A search bar is highlighted with a dashed green box. A green arrow points to a screenshot of the search results page, which lists various resources categorized by topic. A callout box points to these categories with the text "Individual resources organized by categories".

HLA Humanitarian Logistics Knowledge Base

Search here [SEARCH]

WHAT IS HUMANITARIAN LOGISTICS? HOW TO USE THIS SYSTEM? WHAT TOPICS ARE COVERED?

Individual resources organized by categories

Direct user-flow via search function

Guided

The diagram shows a guided user-flow. It starts with the same landing page as the direct flow, but the search bar is not highlighted. A green arrow points to a "Structure view" which is a detailed table of contents. A dashed green box highlights a specific section in the table. A second green arrow points to a "Topic view" screenshot, which shows a detailed view of a specific resource from the knowledge base.

HLA Humanitarian Logistics Knowledge Base

Search here [SEARCH]

WHAT IS HUMANITARIAN LOGISTICS? HOW TO USE THIS SYSTEM? WHAT TOPICS ARE COVERED?

Structure view

Topic view

Guided user-flow via transparent structure

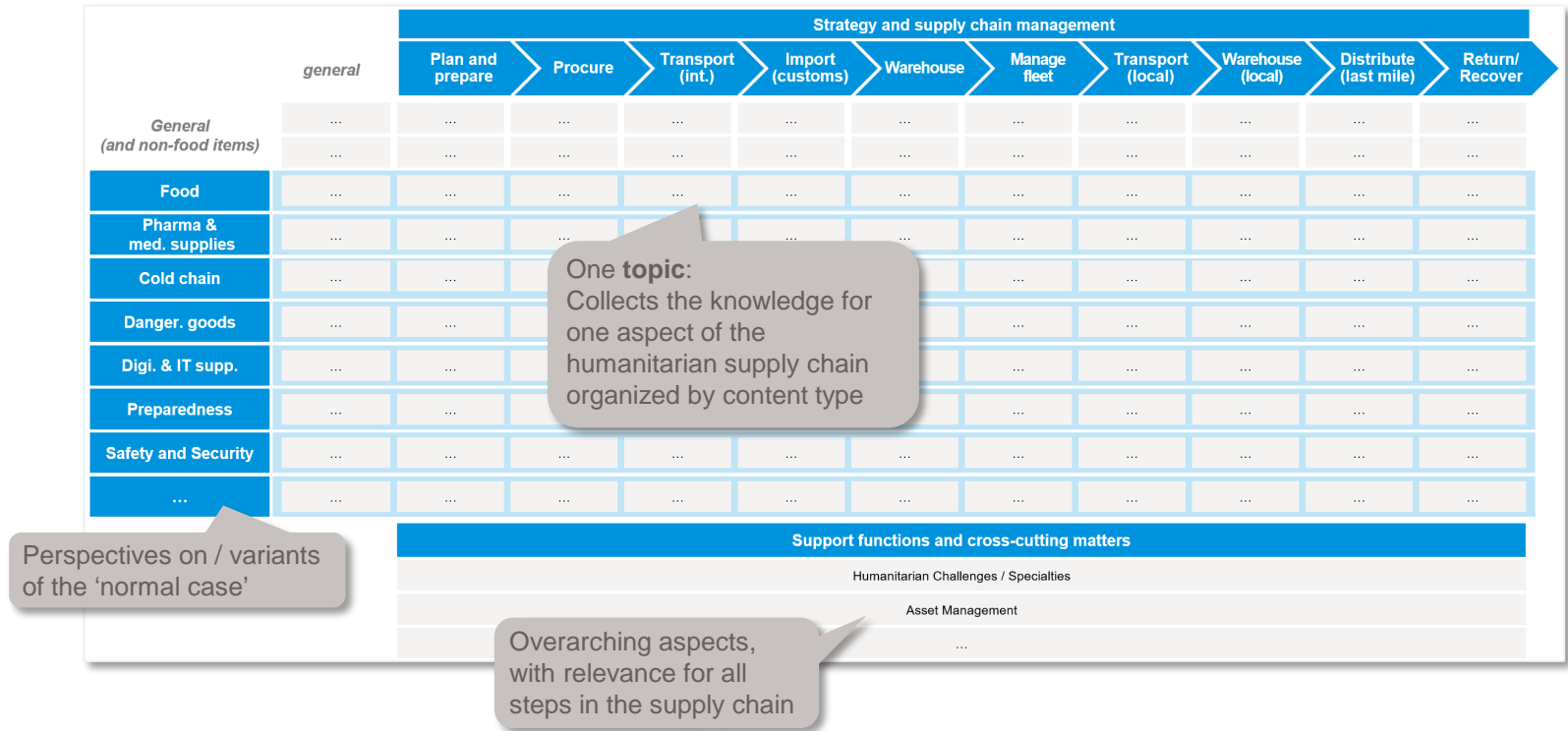
Landing page

Structure view

Topic view

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)
- **‘Catchy’ 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



We would greatly appreciate your feedback, especially to inform content priorities
– the survey is online and should take roughly 10 minutes

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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://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!

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Please promote
the survey!



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>

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

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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&



strategy&

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

tbd

... *to be determined*, e.g.
– Route optimization in evolving crisis
– Optimization of humanitarian pharma / medical devices supply chain

We are looking forward to your feedback!

Please feel free to get in touch with Lothar for any follow-ups, suggestions, ...

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Contact Details



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