

# Interview guide for experts

## Expert interview for the doctoral thesis entitled:

*Effects of the integration of knowledge management in DIN ISO EN 9001:2015 on technical project teams regarding their working culture.*

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If you are reading this, you are showing interest in being interviewed as an expert for a scientific research paper. Thank you very much for this. With this short summary, I would like to give you a brief background on the research topic and an overview of my questions for you to prepare.

Due to the volatile situation, I have decided to hold the interviews online via ZOOM. I will send you the necessary links etc. in good time. Please note that I will digitally record, transcribe and save the interview (audio). In general, I will anonymise the data collected so that it cannot be traced back to you personally. If you do not wish to be anonymised, please let me know. The contents of the interview will be used later in my doctoral thesis and possibly for further research work.

The interview can be conducted in German or English.

But now I don't want to keep you any longer with formalities, ... let's start into the really interesting part 😊

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## Background to the topic / Introduction:

With the revision of DIN EN ISO 9001:2015 in 2015, knowledge management (under 7.1.6) was included in the standard. Certified companies are now required to determine the knowledge needed to maintain compliant business operations. This knowledge must be maintained and made available. Now there is a lot of knowledge in a company, but I would like to limit myself here to the area of knowledge that is created in and through technical projects. I would like to find out whether something has changed for the project team in the consumption as well as in the archiving of knowledge.

With this expert interview, I am interested in their opinion and experience as practitioners. I like to stimulate this with my own experience and view in order to achieve added value for my thesis and thus for the research in this subject area with this interview.

The following questions are intended to provide orientation and represent the guidelines for our discussion. This leaves it open for us to deepen topics as needed.

### General question section:

- *About you:*
  - Position in the current company
  - How long have they been employed by the company?
  - If you like, you can also give us some background information about your career, age, etc.
  
- *About your company:*
  - Is your current company certified? If yes, according to what?
  - Are you currently working or have you worked in technical projects?
  - In which industry is your company active?

### Specific question section:

- *Range Standard*
  - With what sustainability are the requirements of the standards implemented and lived in your company?
  - How do you experience the influence of standards on your company?
  
- *Knowledge management area*
  - How is knowledge management organised in your company?
  - How does your company work with knowledge?
  - Who is responsible for knowledge management in your company or who is responsible for it?
  
- *Projects area*
  - What methodology do the technical projects in your company follow?
  - How would you describe the corporate and leadership culture in your company?
  - In your opinion, is there a connection between project environment and knowledge management?
  - How do you rate the efficiency with which projects in your company work with knowledge?
  
- *Expert experience" area*
  - How much do you estimate "not knowing" costs your company per year? (I use the term "not knowing" to refer to (consequential) errors that have arisen due to ignorance. The following example is fictitious and exaggerated: A project team chooses a material that contains asbestos. No one in the team knows that asbestos may no longer be used. An important governmental approval is denied because of the asbestos. The material has to be replaced; tools have to be changed etc. and the project is seriously delayed. Recourse claims from the customer are threatened).
  - In your opinion, can knowledge be attributed a monetary value? If so, how could this be done/ determined?
  - In their opinion, what promotes and what hinders efficient and sustainable knowledge management?

### Concluding questions:

- I am planning another online survey of employees from technical projects and am urgently looking for qualified participants. Could you distribute my survey (link) internally in your company/department and recruit participants? I would be happy to send you a ready-made text incl. link, etc.

(Please note: This online survey is conducted anonymously. An evaluation of the participants' answers specific to your company is therefore not possible).

- Or do you know other experts who I could win over for an interview through your contact?
- Could you imagine giving me further access to detailed information of your company? For example, to the controlling department to determine "non-knowledge" costs; or to the quality department to analyse the consequences of the standards for your company in depth. I would make these results available to you exclusively and use them completely anonymously for my thesis.

(A confidentiality agreement etc. is of course obligatory).

- The results of this expert interview and the subsequent online survey will be used later in the thesis. Are you interested in the results? I will gladly make the final work available to you after completion.

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Thank you very much for participating.

If you have any questions afterwards or if you think of something you would like to say, please feel free to contact me.

You can reach me at any time at:

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Mail: christian@agile-druid.com

You are also welcome to visit me on my homepage at **www.agile-druid.com**.

There I always inform you about the current status and other topics of my research.

Furthermore, you can also find me in the networks XING and LinkedIn.

I would be very happy to stay in touch with you in any way.