My personal journey with knowledge management in the construction industry through a socio-technical perspective began well over a decade ago. I am indebted to my mentor, Dr. Chotchai Charoenngam of the Asian Institute of Technology for reminding me not to take for granted the simple fact that the human is the most critical element in any undertaking, and not the technology. Long hours of discussions in the form of stories and experiences shared have formed my main basis for passing on the message further to numerous construction companies. I am furthermore grateful to my work colleagues at the Technical Research Centre of Finland (VTT) for sharing with me their research and practical experiences. Through all their experiences, I was taught to communicate in a language that not only the industry understands, but is willing to listen to.

I have been actively engaged over the past several years in helping several construction companies realise that knowledge management is not yet another management buzzword, but something that can deliver. In particular, I am grateful to YIT Construction Ltd. and Fortum Engineering Ltd., both of Finland, for allowing me to be a part of their exciting journeys in knowledge management. It was these journeys that led to the urge for a need of a book on the subject matter—a book that would not be about knowledge management or the construction industry in general, but one that would showcase examples of experiences and research investigations from different corners of the globe.

I was both honoured and thrilled when Mehdi Khosrow-Pour from Idea Group Inc. invited me to edit a book on the subject matter of this book. From here on, an exciting journey started. I am grateful to the publishing team at Idea Group Inc. for their professionalism and enthusiasm throughout the pre-publication process. Many thanks are due to Jan Travers for always being accessible in times of need, following up progress on a regular basis, and providing support throughout the process. Jennifer Sundstrom has been very helpful in helping to maintain the focus of the content of this book, through her at times difficult questions and inquiries. Thanks are also due to Amanda Appicello and Michele Rossi, for being an integral part of the process. This book would not have been possible without Mehdi, Jan, and the rest of the team at Idea Group Inc. Many thanks.

The planned content for this book would never have been realised had it not been for the willingness and enthusiasm of all contributing authors to share their experiences.
and wisdom. Many also took the time to suggest terms of inclusion in the glossary which you will find at the end of this book. They showed an amazing amount of patience in receiving and accepting the feedback of the reviewers, and my continuous probing to ensure that not only did they deliver the best of what they had, but to also deliver it on time, and in the correct format. I would like to thank all authors for their patience, insights, and foremost excellent contributions. I am also grateful to all the reviewers who reviewed the chapters. Some of the authors of this book in fact took on the additional role of acting as reviewers for chapters written by other authors. The reviews were critical, constructive, and comprehensive. I am sure all authors will join me in thanking the reviewers for helping improve the quality of the content of the chapters in this book.

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