

Acknowledgments

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.

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