

System dynamics methodology and knowledge management can be integrated to enable managers to design and implement better policies for achieving sustainable organizational states. A system dynamics approach was used at a large manufacturing firm to address a critical sustainability issue. A decision maker and system dynamics consultant were interviewed to discover how the decision maker's understanding of the sustainability issue changed as a consequence of the consulting engagement. Our research reports that the engagement led to better understanding of sustainability issues and to improved stewardship of corporate assets and the environment. We propose the use of a knowledge management tool to further learning and offer six points to consider in future efforts aimed at assessing learning developed in a system dynamics consulting engagement with sustainability as a core issue.

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