

To whom it may concern,

I've had the pleasure to work with Dr Olga Bogatyreva in the context of a recent study contract for European Space Agency entitled "Expert Tool to Support Crew Autonomous Operations in Complex Human Spacecraft". She supported the study as an associate consultant to the prime contractor SEA (Systems Engineering & Assessment) Ltd. I was the ESA study manager.

Olga, together with the SEA affiliated study manager, after having analysed the statement of work of the Agency and related literature in the public domain, focussed their study approach on developing a process for Problem Solving. Inspired by her earlier work of the TRIZ (theory of inventive problem solving) approach, the adaptation thereof spearheaded by Olga to challenges in human space flight missions were quite successful. This was evident already in the so-called mid-term review of the study. Concepts and reports presented at that event led to an invitation for a 2 day workshop with a small group of active ESA astronauts.

The workshop conducted by Olga and the SEA study manager included Olga's introduction to TRIZ in general, and its potential to support crew autonomous operations. On the workshop agenda was also a presentation and 3 individual guided evaluations of a PC based proof-of-concept implementation of the proposed problem solving support tool. The workshop was very well received by the ESA astronauts and led to a genuine interest within that community for the TRIZ derived process. The other positive outcome was the refinement of the proposed process based on the evaluator's comments. Although I could unfortunately not participate myself I've understood from feedback from my ESA colleagues that Olga's process knowledge and her broad experience of other TRIZ applications, combined with her inspired presentation of the subject matter was a major contributor to the success of the event.

At the end of the study we had a fruitful and knowledge intensive dialogue on how to proceed to implement an operational system based on the study findings, should more funding become available. It was an appropriate ending of the study were Olga through her thorough knowledge and excellent communication skills had successfully put TRIZ as a useful tool on the map for yet another engineer. Should we be able to launch a follow-on activity I'd would try my very best to have her included in the industrial team again.

Mikael Wolff

Wassenaar, The Netherlands, 26 Feb 2010