

# Capturing Tribal Knowledge

Record the fixes in your veterans' heads before they retire.

## THE RISK

Thirty years of fixes, stored in one person's memory, is the most valuable and most fragile database in the plant. When they retire, it is gone.

## THE METHOD

- Capture fixes at the moment of the repair, not in a binder nobody opens.
- Turn each resolved fault into a searchable, reusable record.
- Make the knowledge available to every technician, on every shift.

## THE PAYOFF

A permanent, searchable knowledge base that makes the next technician an expert on day one — and keeps the line running when the veteran is off.