

## Knowledge Capture 101

Management systems are generating vast amounts of documentation, much of it stored electronically, but this does not equate to working knowledge of a particular process or work procedure. Much of the documentation consists of safety and logistics, while the actual work process remains within the operator's heads. As our older and skilled personnel retire or move on to other employment opportunities, the core processes often go with them, and are lost to those remaining behind. Templates need to be created, so that work skills can be retained and transferred to others within a particular work environment.

Everyone is busy these days filling out SWMS, JSA's and other safety and logistical documents, and no-one has the time to collect and archive the actual process being carried out. It is the 'tricks of the trade' that are our real working knowledge, and these are being lost at an alarming rate.

Many trainers are also lacking in core work skills, so we have a dual loss of knowledge sharing – no-one writing down the process's and then no-one capable of passing them onto others within the industry.

Many manual skills are being superseded by technology and this is the price of progress, but some of the older skills still need to be kept available, for when technology fails (as it does from time to time).

A balance must be created, to keep existing skills and processes that can work with minimal technical input, but at the same time, we must embrace new ideas that are safer and more efficient.