processspark.com
Info@ProcessSpark.com

When know-how lives with one person.

Make trusted guidance easier to find across every shift.

Experienced operators and supervisors carry practical knowledge that may never make it into a formal procedure. When the person who knows the right adjustment or check is unavailable, the rest of the team can be left searching, waiting or relying on memory.



CAPTURE THE KNOWLEDGE PEOPLE RELY ON AND MAKE IT EASIER TO FIND

When the answer depends on who is working

01 **Important steps are not always written down**

A procedure may live in a notebook, on a clipboard, in an old file or only in the experience of a trusted colleague.

02 **Finding the right guidance takes time**

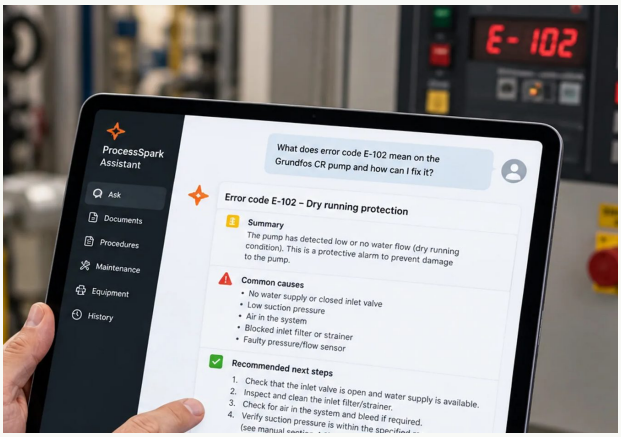
Staff may need to search folders or interrupt an experienced person to find the correct manual, setting or past fix.

03 **Good practice is difficult to repeat**

Without clear, reviewed guidance, teams can approach the same task differently from one shift to another.

Turn experience into usable guidance.

The first step is to capture and validate the knowledge. Search and digital workflows can then help people use it consistently.



TODAY

Ask the person who remembers

Staff rely on verbal handovers, memory and scattered documents to find instructions or troubleshoot a recurring issue.

A repeatable workflow

Identify critical tasks > capture steps and exceptions with experienced staff > review and approve the guidance > make it searchable > update it as the process changes.

What a better process can support

CAPTURE

Document the real process

Record proven checks, adjustments, fixes and exceptions with input from the people who do the work.

VERIFY

Keep guidance trustworthy

Assign an owner and review date. Link instructions back to the approved procedure or source record.

FIND

Search across useful sources

Help staff locate manuals, procedures and captured fixes, with references so they can check the source.

SUPPORT

Guide repeatable work

Use checklists or digital forms for key steps and handovers where a structured workflow is helpful.

What to measure

- Time to find a relevant instruction or past fix
- Repeat questions or escalations between shifts
- Tasks that depend on a single experienced person
- Progress through agreed onboarding milestones

Search can only find knowledge that has been recorded and made available. Guidance should be reviewed by qualified staff and kept current.

Start with one process.

Show us where information or paperwork is slowing the work down.

Show us your process >