

INSPIRATION

Trigger: making tribal knowledge measurable

A template for COOs, CHROs, and team leads: make key-person risk visible — which processes live only in heads — and turn it into an artifact before anyone resigns.

Tribal knowledge becomes measurable the moment you map it: list the load-bearing processes, assign the heads who could take each one over, and flag every one that hangs on a single person — that's your bus factor. From the most expensive gaps, ProcessForge then builds a handover-ready artifact from the context you already have, before anyone resigns.

The trigger: You know that “critical knowledge sits with a few individuals” — but no one can say *which* ones or *how much*. The risk stays a gut feeling until the first resignation turns it into a crisis. As a COO, CHRO, or team lead, you need it on the table beforehand: tangible, not anecdotal.

How do I make tribal knowledge measurable?

Tribal knowledge only becomes manageable once it stops being invisible. This template turns the vague feeling into a map.

1. **List the processes** — the ten or fifteen workflows that actually carry your business. Not the org chart, but what *has* to run every day.
2. **Map the heads** — who could take each one over tomorrow with no questions asked? Wherever the answer is “only one person,” you’ve found the gap. That’s where your bus factor sits.
3. **Prioritize the gaps** — high business risk times high person-dependency. That’s the list you close first — not everything at once.

From gap to artifact

A risk list alone only manages the problem. The difference is the next step: ProcessForge takes the living context that already exists around a flagged process — tickets, notes, a short conversation — and shapes it into an **artifact**. A consistent process model, readable as BPMN for the overview, a checklist for daily work, a podcast for the *why*. From what you already have, no marathon interview.

Key-person risk isn't something you manage — it's a gap you close while the person is still here.

That's how a red cell on your map becomes a documented, handover-ready workflow. Measurable before, measurable after: one gap fewer.

The template in one sentence

Once a quarter, map which load-bearing processes hang on individual heads, prioritize the most expensive gaps, and let ProcessForge build artifacts from them — before a resignation dictates the order for you.

To try it: Bring your biggest knowledge gap into the demo call — we'll make the risk visible and build the first artifact from it live.