



The Universal Problem

Ruby leaves Tuesday

“After 20 years in Customer Service, Ruby Harper will leave our company next week. Ruby has been an indispensable member of our team. She has been largely responsible for training new staff in this office and interstate. Ruby has played a crucial role in developing our Customer Service operation which is today the envy of our industry.

When Ruby leaves us, she takes with her the very best wishes of the entire management group plus this magnificent gold filigree brooch and a methuselah of the finest champagne. Sadly, Ruby will also take 20 years of irreplaceable knowledge and hands-on experience. Ruby, I honestly don't know how we'll manage without you.“

-JD, Chairman of the Board

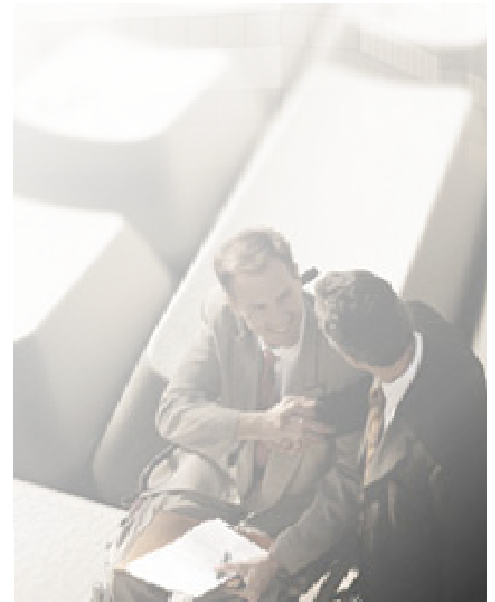
A well designed, well maintained corporate memory can help ensure that your corporate knowledge is preserved, shared and reused effectively. It can also save thousands in training and retraining costs. Find out more about how an integrated approach to process management can take your business into the future.

WordWare®

Capturing and managing your organization's institutional memory is critical because if *your* "Ruby" leaves:

- q No one else knows the job as well as the expert
- q Few people have a complete understanding of what work is actually done in a given job
- q Few tasks are accurately documented
- q Work is being done that is no longer necessary
- q Tasks that should be done are not being done
- q Rework is built into jobs and is not obvious
- q Training new people is difficult
- q Inefficiencies are built into jobs over time

Wordware has many years experience in knowledge capture and re-use. Please call us for a no-obligation consultation that will help you to define your organisation's needs.



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