

HEXATECH	OPERATIONS CONTROL SERVICES	Issue No.: 1	Document Effective Date: 01 Mar 2017	Page 1 of 2
	Control Of Organizational Knowledge Procedure	Revision No.: 0		Document Ref: OCS-PRO-03

Purpose:	To ensure how the Company sustains its business by retaining its organizational knowledge.
Scope:	This procedure provides guidelines in the control of organizational knowledge in the Company.
ISO Reference:	MS ISO 9001:2015 Clause No. 7.1.6

Step	Activity	Responsibility	Reference
1	<p>Managing Director (MD) is committed to manage its Organization Knowledge in the below manner:</p> <p>1.1 Determine the knowledge required to operate its M&E engineering and implementation processes.</p> <p>1.2 Ensure its M&E engineering and implementation projects conform to customer requirements.</p> <p>1.3 Record and maintain the Company's organizational knowledge and make it available as needed.</p> <p>1.4 Any changes in engineering and implementation processes carried out by the Company shall consider its current organizational knowledge and determine how it can gain additional or updated knowledge if necessary for the changing needs.</p> <p>MD is responsible to record the above in a monitoring chart for control purpose.</p>	MD	Organizational Knowledge Monitoring Chart
2	<p>It is important to address those special knowledge that sets the Company apart from the competition – considering how it is captured. When this knowledge sits with certain long-term employees and is not captured then it can be in danger of being lost when these employees leave the Company.</p> <p>MD is responsible to ensure such employees are to be retained in every possible way or should be easily replaceable with same skilled employees.</p>	MD	

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3	<p>MD shall use the following means and methods in sustaining the Company's Organizational Knowledge:</p> <p>3.1 <u>Method Statements</u> are used to capture the Company's M&E engineering and implementation process information. It shall have a process that gives specific way to avoid problems, and are written down and should be easily understood. A method statement can be one of the easiest ways to accomplish the Company's knowledge capture.</p> <p>3.2 <u>Checklists</u> are used to capture method for retaining simple knowledge that comprised of a number of things to check before a job is completed.</p> <p>3.3 <u>Specialized training packages</u> shall be made available to record the Company's organization knowledge. Case studies of actual problematic incident related to Company's implementation and service provision are best documented and used as training packages.</p> <p>3.4 <u>On-the-job training</u> are conducted when the knowledge just cannot be written down, whereby a senior and experienced person will transfer the undocumented organizational knowledge to others.</p> <p>3.5 <u>Knowledge database</u> preferably online shall be maintained to capture the knowledge or problems or successes that have occurred for review purposes.</p>	MD	

End