List of Knowledge Management System Records

	MANUAL
	Code **XXXX-KM-MANUAL**

NO	Procedure	Code	Forms
1	Procedure for Context Analysis and Stakeholders' Expectations	XXXX-KM-F01	XXXX-KM -F01 XXXX-KM -F02 XXXX-KM -F03 XXXX-KM -F04
2	Procedure for Knowledge Management Maturity Assessment	XXXX-KM-P02	XXXX-KM -F05 XXXX-KM -F06 XXXX-KM -F07
3	Procedure for Role Definition and Knowledge Culture Enhancement	XXXX-KM-P03	XXXX-KM -F08 XXXX-KM -F09 XXXX-KM -F10 XXXX-KM -F11
4	Procedure for Knowledge Governance	XXXX-KM-P04	XXXX-KM -F12 XXXX-KM -F13 XXXX-KM -F14 XXXX-KM -F15
5	Procedure for Knowledge Risks and Opportunities Assessment	XXXX-KM-P05	XXXX-KM -F16 XXXX-KM -F17 XXXX-KM -F18
6	Procedure for Knowledge Objectives and Plans Definition	XXXX-KM-P06	XXXX-KM-F19 XXXX-KM -F20 XXXX-KM -F21 XXXX-KM -F22
7	Procedure for Knowledge Management Initiatives Identification	XXXX-KM-P07	XXXX-KM-F23 XXXX-KM -F24 XXXX-KM -F25 XXXX-KM -F26
8	Procedure for Human and Technical Resources Management	XXXX-KM-P08	XXXX-KM-F27 XXXX-KM -F28 XXXX-KM -F29 XXXX-KM -F30
9	Procedure for Competency, Training, and Knowledge Transfer Management	XXXX-KM-P09	XXXX-KM-F31 XXXX-KM -F32 XXXX-KM -F33 XXXX-KM -F34

10	Procedure for Internal and External Knowledge Communication Management	XXXX-KM-P10	XXXX-KM -F35 XXXX-KM -F36 XXXX-KM -F37 XXXX-KM -F38
11	Procedure for Knowledge Documents and Records Control	XXXX-KM-P11	XXXX-KM-F39 XXXX-KM -F40 XXXX-KM -F41 XXXX-KM -F42
12	Procedure for Knowledge Technical Infrastructure Management	XXXX-KM-P12	XXXX-KM -F44 XXXX-KM -F45 XXXX-KM -F46 XXXX-KM -F47
13	Procedure for Critical Knowledge Identification	XXXX-KM-P13	XXXX-KM-F48 XXXX-KM -F49
14	Procedure for Knowledge Collection and Acquisition	XXXX-KM-P14	XXXX-KM -F50 XXXX-KM -F51 XXXX-KM -F52
15	Procedure for Knowledge Organization and Storage	XXXX-KM-P15	XXXX-KM-F53 XXXX-KM -F54 XXXX-KM -F55
16	Procedure for Knowledge Sharing and Dissemination	XXXX-KM-P16	XXXX-KM-F56 XXXX-KM -F57 XXXX-KM -F58 XXXX-KM -F59
17	Procedure for Knowledge Application	XXXX-KM-P17	XXXX-KM -F60 XXXX-KM -F61 XXXX-KM -F62 XXXX-KM -F63
18	Procedure for Innovation and Lessons Learned Management	XXXX-KM-P18	XXXX-KM-F64 XXXX-KM -F65 XXXX-KM -F66 XXXX-KM -F67
19	Procedure for Knowledge Protection and Security	XXXX-KM-P19	XXXX-KM-F68 XXXX-KM -F69 XXXX-KM -F70 XXXX-KM -F71
20	Procedure for Tacit Knowledge Management	XXXX-KM-P20	XXXX-KM-F72 XXXX-KM -F73 XXXX-KM -F74

			XXXX-KM -F75
21	Procedure for Monitoring, Measurement, and Indicators Analysis	XXXX-KM-P21	XXXX-KM -F76 XXXX-KM -F77 XXXX-KM -F78
22	Procedure for Internal Audit	XXXX-KM-P22	XXXX-KM -F79 XXXX-KM -F80 XXXX-KM -F81 XXXX-KM -F82
23	Procedure for Management Review	XXXX-KM-P23	XXXX-KM -F83 XXXX-KM -F84 XXXX-KM -F85
24	Procedure for Measuring Return on Knowledge Management	XXXX-KM-P24	XXXX-KM -F86 XXXX-KM -F87 XXXX-KM -F88
25	Procedure for Nonconformity Management	XXXX-KM-P25	XXXX-KM -F89 XXXX-KM -F90
26	Procedure for Continual Improvement and Lessons Learned	XXXX-KM-P26	XXXX-KM-F91 XXXX-KM -F92
27	Procedure for Institutional Lessons Learned Management	XXXX-KM-P27	XXXX-KM-F93 XXXX-KM -F94

Policies

NO	Policy	Code
1	General Policy for Knowledge Management	XXXX-KM-PL00
2	Policy on Organizational Context and Interested Parties	XXXX-KM-PL01
3	Policy on Leadership and Commitment to Knowledge Culture	XXXX-KM-PL02
4	Policy on Planning and Managing Knowledge Risks and Opportunities	XXXX-KM-PL03
5	Policy on Support, Resources, and Knowledge Competencies	XXXX-KM-PL04
6	Policy on Knowledge Collection and Acquisition	XXXX-KM-PL05
7	Policy on Knowledge Organization and Storage	XXXX-KM-PL06
8	Policy on Knowledge Sharing and Dissemination	XXXX-KM-PL07
9	Policy on Knowledge Application and Innovation	XXXX-KM-PL08
10	Policy on Knowledge Protection and Security	XXXX-KM-PL09
11	Policy on Performance Evaluation and Review	XXXX-KM-PL10
12	Policy on Continuous Improvement and Nonconformity Handling	XXXX-KM-PL11

Purpose of the Form:

This form aims to identify and classify **critical knowledge** within the organization, document its sources, define ownership, assess its importance and risk of loss, and establish protection and continuity plans to ensure the sustainability and integration of institutional knowledge across people and systems.

Instructions for Use:

- The form shall be completed by the **Knowledge Management Department** in coordination with all relevant departments.
- Include all types of critical knowledge: operational, organizational, technical, legal, and research-related.
- Assess importance using the criteria of (Impact – Replaceability – Confidentiality – Frequency).
- Review and update the list **semi-annually** or whenever structural or technological changes occur.
- The electronic version of this form must be stored in the **Knowledge Management Portal (KM Portal)**.

Table (1): Inventory and Identification of Critical Knowledge

No.	Department / Section	Main Process or Activity	Description of Critical Knowledge	Knowledge Type	Source of Knowledge	Knowledge Owner	Importance Level (High / Medium / Low)	Knowledge Loss Risk	Protection / Transfer Plan	Documentation Tool or System Used	Review Frequency	Remarks
1	Projects Department	Field Project Execution	Quality inspection procedures for construction projects	Operational	Work manuals + Engineers' expertise	Eng. Ahmad Al-Ghamdi	High	Project delays and halted progress	Create digital backups and train substitutes	Project Management System	Semi-annual	Knowledge transferred to backup engineer
2	HR Department	Employee Development	Annual performance evaluation methodology	Organizational	HR System + Evaluation Guidelines	Ms. Sarah Al-Qahtani	Medium	Reduced fairness in performance reviews	Document and publish in HR system	HRMS System	Annual	Updated in 2025 release
3	IT Department	System Backup	Backup and recovery procedures	Digital	Backup servers + Technical manuals	Eng. Fahad Al-Otaibi	High	Loss of critical operational data	Enable automatic daily backups	Central Backup System	Quarterly	Auto-validation completed
4	Legal Department	External Contracting	Standard supplier	Legal	Legal documents	Ms. Reem Al-Harbi	High	Legal violations /	Document contracts and	Contract Management System	Annual	Under legal review

No.	Department / Section	Main Process or Activity	Description of Critical Knowledge	Knowledge Type	Source of Knowledge	Knowledge Owner	Importance Level (High / Medium / Low)	Knowledge Loss Risk	Protection / Transfer Plan	Documentation Tool or System Used	Review Frequency	Remarks
			contract templates		+ Previous contracts			contract disputes	review annually			
5	Marketing Department	Promotional Campaigns	Digital marketing strategy and performance data	Marketing	Campaign reports + Customer data	Mr. Mohammed Al-Anzi	Medium	Loss of market targeting data	Archive marketing campaigns	CRM Platform	Semi-annual	Customer database updated
6	R&D Department	Product Development	Prototype testing and analysis methodology	Research	Test reports + Lab data	Dr. Laila Al-Shammari	High	Halted innovation / loss of R&D knowledge	Store data in R&D repository	Research & Development Database	Semi-annual	Requires additional data protection
7	Quality Department	Internal Auditing	Audit plan and evaluation criteria	Organizational	Audit reports + Quality plans	Mr. Khaled Al-Omari	High	Weak system compliance	Annual audit plan review	Quality Management System	Annual	Reviewed by top management

Issue/Revision Number: 01/00 Date of issue: 00/00/2000	Here, the company or office logo is placed	Critical Knowledge Identification Form XXXX-KM-F48

No.	Department / Section	Main Process or Activity	Description of Critical Knowledge	Knowledge Type	Source of Knowledge	Knowledge Owner	Importance Level (High / Medium / Low)	Knowledge Loss Risk	Protection / Transfer Plan	Documentation Tool or System Used	Review Frequency	Remarks
8	Safety Department	Emergency Response	Approved emergency and evacuation plan	Operational	Safety manuals + Supervisor experience	Eng. Nasser Al-Harbi	High	Potential injuries or losses	Quarterly evacuation drills	HSE System	Quarterly	Latest version approved
9	Knowledge Management Dept.	Knowledge Mapping	Methodology for organizational knowledge mapping	Knowledge	Internal documents + Surveys	Ms. Reem Al-Shahri	High	Loss of knowledge integration	Continuous documentation of map	Knowledge Portal	Semi-annual	Automatically updated
10	Finance Department	Financial Reporting	Methodology for preparing and analyzing financial reports	Financial	ERP system + Finance policies	Mr. Ali Al-Dosari	High	Financial errors or reporting delays	Backup copies and staff training	ERP Financial System	Annual	Fully stable and documented

Table (2): Importance and Risk Assessment

No.	Evaluation Criterion	Description	Rating (1–5)	Comment
1	Impact on performance	Degree to which loss affects operational continuity	5	Loss leads to disruption of critical operations
2	Replaceability	Ease of reproducing or replacing the knowledge	4	Requires extensive time and expertise to rebuild
3	Confidentiality	Sensitivity level and legal/security impact	5	Related to sensitive contractual and internal data
4	Frequency of use	Number of activities dependent on this knowledge	4	Used across multiple departments
—	**Total Average = (Sum ÷ 4)**	—	**= 4.5**	**Knowledge classified as “High Importance”**

Table (3): Knowledge Protection and Continuity Plan

No.	Proposed Action	Objective	Responsible Entity	Target Date	Status
1	Develop succession and knowledge transfer plan	Ensure continuity after staff transitions	HR + KM Department	01 / 07 / 2025	In progress
2	Conduct periodic knowledge-sharing sessions	Promote institutional knowledge exchange	Knowledge Management Dept.	Quarterly	Ongoing

No.	Proposed Action	Objective	Responsible Entity	Target Date	Status
3	Develop unified digital knowledge repository	Facilitate secure access to critical knowledge	IT Department	30 / 09 / 2025	Planned
4	Establish digital experience library	Capture lessons learned and past experiences	Knowledge Management Dept.	01 / 10 / 2025	Under development
5	Implement knowledge leakage monitoring system	Prevent unauthorized data sharing	Cybersecurity Unit	15 / 08 / 2025	Completed
6	Apply periodic importance evaluation system	Update priorities based on organizational changes	Knowledge Management Dept.	01 / 12 / 2025	Ongoing

Table (4): Periodic Review and Update Log

No.	Review Date	Executing Department	Review Result	Corrective Actions Taken	Status
1	01 / 01 / 2025	Knowledge Management Dept.	90% of critical knowledge updated	Updated project database	Completed
2	01 / 06 / 2025	KM + IT Departments	Added 3 new knowledge sources	Conducted staff training	Completed
3	01 / 09 / 2025	Projects Department	Reviewed quality procedures	Updated project manual	In progress

Role	Name	Signature	Date
Form Preparer (Knowledge Management Team)			
Form Reviewer (Department Manager)			
Form Approver (Top Management Representative for Knowledge Management)			

ASSDAF
Puts you on top

Procedure for Identifying Critical Knowledge

XXXX-KM-P13

Issue/Revision Number: **01/00** **Date of issue:** 00/00/2000	Here you put the logo company or office	**Procedure for Identifying Critical Knowledge** **XXXX-KM-P13**

Approvals

Prepared by: Consulting firm	Review: Quality Manager	Approved by: General Manager
Name:	**Name:**	**Name:** ....
Signature:	**Signature:**	**Signature:**

Statement of amendments

M	Statement of amendments	Date of Amendment	Page number
1.			
2.			
3.			
4.			

Distribution List

M	Administration	Responsible	Number of copies
1.			
2.			
3.			
4.			

1- Purpose:

This procedure aims to establish a comprehensive methodology for identifying critical knowledge within the organization that has strategic and operational value.

It ensures:

- **Identifying and documenting knowledge essential to the organization's performance.**
- **Defining knowledge owners responsible for maintaining and updating such knowledge.**
- **Ensuring the continuity and preservation of critical knowledge in cases of staff or system change.**
- **Supporting decision-making based on accurate and updated knowledge.**
- **Enhancing the transfer and integration of critical knowledge among individuals and systems.**

2- Scope:

This procedure applies to all departments, processes, and activities across the organization. It covers the identification of critical knowledge in the following areas:

- **Operational and technical knowledge related to production or service delivery.**
- **Administrative and organizational knowledge related to structure, policies, and systems.**
- **Legal and regulatory knowledge affecting compliance and licensing.**
- **Digital knowledge embedded in systems, databases, and applications.**
- **Individual knowledge possessed by experts and specialists in key functional areas.**

3- Responsibilities:

Role	Responsibilities
Top Management	Approving the list of critical knowledge and allocating resources for its protection and continuity.
Knowledge Management Representative	Overall supervision of procedure implementation, review of results, and approval of recommendations.
Knowledge Management Department	Implementing the identification process, preparing forms, and updating the knowledge map periodically.
Department Managers	Identifying critical knowledge within their departments and cooperating with knowledge teams in documentation.
Knowledge Owner	Ensuring accuracy and currency of the critical knowledge under their responsibility.
IT Department	Providing the technological infrastructure for securing and storing critical knowledge.

4- Definitions:

Term	Definition
Critical Knowledge	Knowledge whose loss may cause operational disruption or compromise organizational objectives.
Knowledge Owner	The person or organizational unit responsible for developing, maintaining, and updating critical knowledge.
Knowledge Map	A tool used to visualize the locations and sources of critical knowledge within the organization (people – systems – documents – tools).
Knowledge Repository	A digital platform or database used to store and manage critical knowledge.
Knowledge Transfer	The process of sharing critical knowledge from its source to other users to ensure continuity.
Critical Knowledge	Knowledge whose loss may cause operational disruption or compromise organizational objectives.

5- Tools and models:

M	Form name	Code	Purpose	Retention Period	Storage Location
1	Critical Knowledge Identification Form	XXXX-KM-F48	To document critical knowledge, its sources, owners, and risk of loss	Until updated	Knowledge Management Department
2	Critical Knowledge Map	XXXX-KM-F49	To illustrate locations and sources of critical knowledge in the organization	Until updated	Knowledge Management Department

6- Procedure Steps:

No.	Stage	Execution Details	Responsible Entity	Form Used	Update Responsibility
1	Planning for identification	Develop an annual plan specifying target departments, scope, and responsible team.	Knowledge Management Dept.	—	KM Representative
2	Awareness session	Conduct awareness meetings with department heads on critical knowledge criteria and classification standards.	Knowledge Management Dept.	—	Knowledge Management Dept.

3	Data collection	Identify core processes and critical activities dependent on organizational knowledge.	Knowledge Teams	XXXX-KM-F48	Knowledge Teams
4	Identify knowledge sources	Define the type and source of each piece of critical knowledge (people – systems – documents – applications).	Department Managers	XXXX-KM-F48	Department Managers
5	Classify knowledge	Categorize knowledge by type (operational – technical – organizational – legal – digital).	Knowledge Management Dept.	XXXX-KM-F48	Knowledge Management Dept.
6	Assign knowledge owners	Define who is responsible for maintaining each piece of critical knowledge.	Department Managers	XXXX-KM-F48	Department Managers
7	Assess importance	Evaluate each knowledge element based on (impact – rarity – substitutability – confidentiality).	Knowledge Management Dept.	XXXX-KM-F48	Knowledge Management Dept.
8	Prepare the knowledge map	Develop a map showing locations and sources of critical knowledge across the organization.	Knowledge Management Dept.	XXXX-KM-F49	Knowledge Management Dept.
9	Review and approval	Submit the list and map to the Knowledge Management Representative for formal approval.	KM Representative	XXXX-KM-F48 / F49	KM Representative
10	Limited internal publication	Publish the approved list and map only to authorized personnel through the document management system.	KM Dept. + IT Dept.	—	IT Dept.
11	Review and update	Update the list and map semi-annually or whenever major organizational/technical changes occur.	KM Dept.	All forms	KM Dept.
12	Archiving and follow-up	Archive previous versions of the list in the knowledge repository for reference.	KM Dept.	—	KM Dept.

7- Risk management:

Risk	Cause	Impact	Risk Level	Preventive Action
Loss of critical knowledge due to staff departure	Lack of knowledge transfer plan	Operational disruption or inefficiency	High	Develop a formal succession and knowledge transfer plan before staff transition.
Outdated critical knowledge list	Poor communication between departments	Reduced accuracy of decision-making	Medium	Conduct semi-annual review of lists and maps.
Leakage of sensitive knowledge	Weak information security or access control	Loss of trust and reputational damage	High	Implement encryption and knowledge protection systems.
Inconsistent classification	Unclear classification criteria	Lack of standardization between departments	Medium	Standardize assessment models and reference criteria.

8- Performance indicators:

Indicator	Measurement method	Target	Frequency
Percentage of identified critical knowledge	(No. of critical knowledge items ÷ Total knowledge items) × 100	≥ 90%	Annual
Percentage of updated critical knowledge list	(No. of updates completed ÷ Planned updates) × 100	100%	Semi-annual
Number of lost critical knowledge cases	Recorded incidents	≤ 1	Annual
Percentage of departments involved in identification	(Departments participated ÷ Total departments) × 100	≥ 95%	Annual
Time to update map after change	Average days taken	≤ 7 days	Quarterly

9- References

- **ISO 30401:2018 – Clauses (8.1, 8.2)**
- **Knowledge Management Policy (XXXX-KM-PL00)**
- **Knowledge Infrastructure Policy (XXXX-KM-PL07)**
- **Knowledge Acquisition Procedure (XXXX-KM-P14)**
- **Critical Knowledge Index (XXXX-KM-F48 / XXXX-KM-F49)**