Approval

The signatures below certify that this management system policy has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Amendment Record

This procedure is reviewed to ensure its continuing relevance to the systems and process that it describes. A record of contextual additions or omissions is given below:

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Company Proprietary Information

The electronic version of this procedure is the latest revision. It is the responsibility of the individual to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled, except when provided with a document reference number and revision in the field below:

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**Knowledge Transfer Protocol**

**1. Purpose** The purpose of this protocol is to ensure a seamless transfer of knowledge when an employee, particularly one in a critical role, leaves, retires or transfer the organization. This process aims to maintain operational continuity, preserve institutional knowledge, and minimize disruptions.

**2. Scope** This protocol applies to all employees transitioning out of key roles and their designated successors or knowledge recipients.

**3. Key Components of Knowledge Transfer**

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| --- | --- | --- | --- | --- | --- |
| **What** | **Who** | **Why** | **How** | **When** | **Follow-up** |
| Skill/Task/Knowledge | Knowledge Owner & Recipient | Objectives | Priority, Resources, and Training Methods | Timeframe | Success Criteria & Follow-ups |

**4. Knowledge Transfer Process**

4.1 **Identification of Key Knowledge Areas**

* List critical knowledge, skills, and processes required for business continuity.
* Define the knowledge owner (departing employee) and recipients (successors or team members).

4.2 **Documentation and Storage**

* Store critical documents in a shared, secure location (e.g., OneDrive).
* Ensure access is controlled but available to authorized personnel.

4.3 **Training and Handover Methods**

* Use structured documentation, one-on-one training sessions, and mentoring.
* Provide step-by-step process guides, FAQs, and best practices.
* Conduct live demonstrations and recorded sessions where applicable.

4.4 **Timeframe and Deadline**

* Set a clear timeline based on the employee’s departure date (e.g., a 1-month transition period).
* Define milestones for knowledge transfer checkpoints.

4.5 **Validation and Follow-up**

* Conduct Q&A sessions, team discussions, and periodic reviews to ensure knowledge retention.
* Use assessments or feedback forms to measure understanding.
* Ensure new knowledge owners can locate and apply transferred knowledge effectively.

**5. Roles & Responsibilities**

* **Knowledge Owner (Departing Employee):** Responsible for sharing knowledge through documentation and training.
* **Knowledge Recipient:** Ensures understanding and absorption of knowledge.
* **Senior Engineer and CEO:** Facilitates and monitors the knowledge transfer process.

**6. Success Criteria**

* Knowledge recipient demonstrates a clear understanding of the tasks and processes.
* Critical knowledge is documented and stored in an accessible location.
* Teams continue to operate efficiently without major disruptions post-transition.

**7. Continuous Improvement**

The Quality Manager, in collaboration with Top management, will review the knowledge transfer process annually to ensure its effectiveness. Employee feedback will be collected periodically to identify potential areas for improvement. Any significant gaps in knowledge retention will be addressed through updated procedures, additional training, or enhanced documentation efforts. By continuously refining the knowledge transfer protocol, the company will foster a culture of learning and ensure business continuity even during transitions.