

The engineer who built the reconciliation engine left in the last layoffs, and the four edge cases the team had quietly memorized left too. The Confluence page was two years stale, the reconciliation broke within the month, and the post-mortem blamed "documentation debt" again. Your company does not have a documentation problem. It has a memory problem, paid in rework, slow onboarding, and lost customers.

The reflex is to buy a bigger wiki nobody maintains. That scales the paperwork, not the memory: a wiki full of stale artifacts forgets faster, because no one knows which page is still true.

This book offers the opposite: a memory designed as a system. The Org Memory introduces the ARCHIVE framework, seven disciplines that turn tribal knowledge into a living memory the next team inherits.

You will learn to:

- Acquire knowledge where it still exists: a six-field template filled where the decision is made, and an exit interview before someone leaves.
- Curate ruthlessly so the memory is an immune system, not a museum: give every artifact an owner and a "last verified" date, then prune the rest.
- Index for the team that comes next, then test retrieval with a real new joiner and time the path from need to artifact.
- Verify before use, so the team can trust an artifact whose author is gone.
- Run it on a weekly ritual, so the memory works because the schedule says so, not because a hero remembers.

The result is an institution that learns better than any single person in it: a memory that compounds across turnover instead of resetting, so the company stops rediscovering what it already knew and stops paying the amnesia tax.

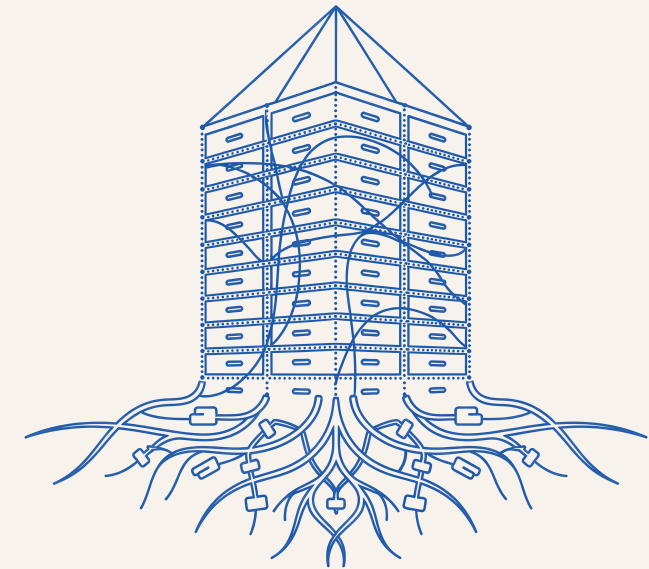
Start here: run the post-turnover forgetting audit this week, name the three highest-cost pieces of knowledge that walked out last time, and acquire the most expensive one.

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The Org Memory

Build a Company That **Remembers** What It **Learns**



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Systems for the Strategic Self