WORKSHEET

Knowledge map

What it is for: All topics of one person, rated by form, frequency and risk
From chapter 2: Plan the handover

One topic per row. The map is the basis for the interview plan in Chapter 4.

TOPIC	FORM	HOW OFTEN?	COSTLY IF WRONG?	WRITTEN DOWN SOMEWHERE?
	Procedure · Exception · Relationship · Reason	often · sometimes · rarely	Yes · No	Yes · partly · No
	Procedure · Exception · Relationship · Reason	often · sometimes · rarely	Yes · No	Yes · partly · No
	Procedure · Exception · Relationship · Reason	often · sometimes · rarely	Yes · No	Yes · partly · No
	Procedure · Exception · Relationship · Reason	often · sometimes · rarely	Yes · No	Yes · partly · No
	Procedure · Exception · Relationship · Reason	often · sometimes · rarely	Yes · No	Yes · partly · No
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