

# When Knowledge Walked Out the Door

Mike knew where everything was.  
Then Mike quit.

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Mike had been with the warehouse for 11 years. He knew every shortcut, every unofficial location, every workaround.

He was faster than anyone. More accurate than the system. Completely irreplaceable.

When Mike gave his two weeks' notice, panic set in – but not enough.



"We'll train someone," they said. "We'll document his process," they promised.

Then Mike left. And suddenly:

- New hires couldn't find anything
- The WMS said one location; products were somewhere else
- The "real" warehouse map existed only in Mike's memory
- Picking accuracy **dropped 34% overnight**



## The Aftermath:

- Fulfillment times doubled
- Major customer complaints
- Frantic scramble to recreate processes
- Painful realization: they didn't have a system, they had Mike

**The Real Cost:** Discovering your operation depends on tribal knowledge, not technology.

How many "Mikes" are holding your warehouse together?