

# Costs of Institutional Knowledge Loss



## Reputational Damage

Damage to reputation and customer attrition due to quality and service issues, mistakes, and errors.

## Damaged Relationships

Strained relationships with suppliers and customers as long-standing ties are disrupted.



## Productivity Loss

Employees struggle with new roles and added responsibilities, leading to inefficiencies.

## Training Costs

Expenses grow as new employees are onboarded and trained.

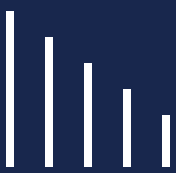


## Drop in Innovation

A noticeable decline in innovation, creativity, and collaboration.

## Rehiring Costs

High costs incurred to fill roles, encompassing rehiring of former employees and consultants.



## Lowered Morale

A deteriorating company culture leads to decreased employee satisfaction, prompting further departures and subsequent knowledge drain.