



AI BUSINESS OS · MODULE 06

# Build your knowledge *system*

Your business shouldn't forget what you've already learned. Build a real knowledge base — then point AI at it, so the question stops being "what do you know about X?" and becomes "what does my business already know about X?"

# The memory

This module builds one thing: a knowledge base that remembers what your business has already learned. First the mindset, then the nine things worth capturing, then the AI layer that lets you ask your own knowledge — not just the internet. It ends with one exercise and one deliverable.

|    |                                                   |    |
|----|---------------------------------------------------|----|
| 00 | How to use this module                            | 3  |
| 01 | Stop losing what you already know                 | 5  |
| 02 | Notes, research, SOPs, decisions & more           | 9  |
| 03 | Ask your business, the exercise & the deliverable | 14 |
|    | End of module 06                                  | 18 |
|    | Cheat sheet                                       | 19 |
|    | About Nexily                                      | 20 |

**NOTE**

This module builds on Modules 01–05. Your knowledge base is the Knowledge layer of your Business OS — the one that makes delegation, automation and AI actually work, because none of them can run on knowledge that only lives in your head. It works standalone, but it's the layer that powers all the others.

# How to use this module

Read these two pages before anything else. They decide whether you finish with a knowledge base your business can actually draw on, or a folder of notes you never open.

---

---

## This is a build, not a read

Knowing you “should document things” changes nothing. Having a knowledge base your business — and your AI — can actually query changes how fast you work and how little you repeat yourself. This module is a build: it produces a real Business Knowledge Base and an AI layer that answers from it. Every part ends with an action. Read all of it without capturing anything, and you’ll keep solving the same problems, rewriting the same emails, and re-learning the same lessons you already paid for once.

Work in two passes. Read a part for the shape, then build your version. The goal isn’t a perfect second brain — it’s a base your business can lean on, so knowledge stops living only in your head and disappearing when you’re busy, tired, or gone.

### REMEMBER

A business that doesn’t capture what it learns pays for the same lessons over and over. Every solved problem, every good decision, every hard-won insight either goes into a system or evaporates. The knowledge base is where your experience stops being disposable and starts compounding.

---

## It’s the layer that powers the rest

This module builds on the ones before it. Your knowledge base is the **Knowledge layer** from Module 01 — and it’s what makes everything else work. Your AI workforce (Module 02) can only sound like you if it can read your knowledge. Your content engine (Module 03) draws on it. Your client system (Module 04) and your automations (Module 05) run on documented process. Knowledge is the quiet layer under all of them: capture it well, and every other system gets sharper.

## The only output that matters

Not how many notes you hoard. Not how elaborate your system looks. The single output of this module is a **working Business Knowledge Base** — organized, captured, and connected to AI that can answer from it. If you can ask “what does my business already know about X?” and get a real answer at the end, the module worked. If you have a pile of notes you never search, it didn’t.

## How to read the callouts

### CALLOUT

### WHAT IT HOLDS

|                     |                                                                               |
|---------------------|-------------------------------------------------------------------------------|
| <b>Keep in mind</b> | The core idea of the section — worth remembering even if you forget the rest. |
|---------------------|-------------------------------------------------------------------------------|

|                |                                                               |
|----------------|---------------------------------------------------------------|
| <b>Example</b> | A concrete case so you can see the base applied to real work. |
|----------------|---------------------------------------------------------------|

|                |                                                  |
|----------------|--------------------------------------------------|
| <b>Pitfall</b> | The mistake most people make at this exact step. |
|----------------|--------------------------------------------------|

|                    |                                                  |
|--------------------|--------------------------------------------------|
| <b>Take action</b> | What you build before moving on. Non-negotiable. |
|--------------------|--------------------------------------------------|

### TAKE ACTION — 00

Open your Knowledge system from Module 01 (or a blank doc titled “Knowledge Base”).

List three things you’ve had to figure out more than once because you never wrote them down.

Note where your business knowledge currently lives — your head, scattered notes, old chats?

Write the one question you wish you could ask your own business and get an instant answer to.

# 01

BUILD YOUR KNOWLEDGE SYSTEM

## Stop losing what you already know

Before the capture, three ideas: why knowledge in your head is a liability, why a base compounds over time, and the shift from asking the internet to asking your own business.

## In this part, you'll

- See why knowledge trapped in your head is a business risk
- Understand how a knowledge base compounds over time
- Grasp the shift from "what do you know?" to "what do WE know?"
- Start capturing instead of re-learning

---

## Knowledge in your head is a liability

If the most valuable knowledge in your business lives only in your head, you don't own a business — you are the business. Nothing scales, nothing delegates, and everything stops the moment you're unavailable.

Knowledge trapped in your head has three problems. It can't be delegated: you can't hand a task to a person or an AI if the "how" isn't written anywhere. It doesn't scale: you become the bottleneck for every decision that needs what only you know. And it's fragile: a busy week, a bad memory, or time off, and hard-won insight simply vanishes. Every time you solve something and don't capture it, you're quietly betting you'll remember it perfectly next time. You won't.

### REMEMBER

The test of a real knowledge system: could someone else — a new hire, a contractor, or an AI — do a task correctly using only what's written down? If the answer is "no, they'd have to ask me, " that knowledge is still trapped, and your business still depends entirely on you.

---

## A base compounds

The difference between notes and a knowledge base is compounding. Notes pile up and rot. A base grows more valuable the more you add, because past knowledge makes new work faster and better.

When you capture what you learn in a structured, searchable place, every entry pays off more than once. A solved problem becomes the answer next time it appears. A decision you documented saves you from re-litigating it in six months. A lesson learned stops you repeating a costly mistake. Over a year, you're no longer starting from scratch or from memory — you're starting from everything your business has already figured out. That's the difference between running fast in place and actually getting further each month.