operations¹

15 reasons why...

... you should banish the clipboard on the shop floor and support your production teams **digitally**.

The status quo in the production environment

Manufacturing companies often plan activities in MES or ERP systems. These systems are powerful control centers for all company processes.

However, the complex structure is not suitable as a supporting tool for operational employees who have to perform maintenance activities, inspections or assembly operations.

Thus, system discontinuities occur from ERP to the operational execution of concrete processes. Work instructions and checklists are created in Word, PowerPoint or Excel, printed out, edited manually and finally filed away in folders for eternity.

The result: intransparent data silos, inefficient processes and disconnected production staff.

✓ TRANSPARENCY   ✓ EFFICIENCY   ✓ PRODUCTIVITY

15 benefits of digital tools for operational staff

We'll share 15 opportunities you'll miss if you don't switch to a digital tool that intuitively covers the last mile to the employee.

The insights in this paper are based on joint projects and interviews with our customers: Successful manufacturing companies from mid–market and corporate environments that have chosen Operations1 as an **alternative to the status quo** on the shop floor.

Empower employees

1. Actively support employees

Digital worker assistance systems help your employees in day-to-day operations. Intuitive instructions on the smartphone or tablet **reliably guide employees** step by step through processes and provide information on common errors and potential hazards. Images and videos make instructions easy to understand. Instead of static paper lists, employees are given direct interaction options.

2. Reduce training effort

Training new and further qualifying existing employees is enormously important – but at the same time very time-consuming for both trainers and trainees. With the help of digital work instructions and checklists, real processes can be **learned intuitively** and knowledge can then be tested. Knowledge is stored centrally and new employees save time because they can apply what they have learned directly on the job.

3. Achieve productivity of new employees faster

Months can pass before a new employee reaches a certain target productivity with increased process complexity. Digital work instructions and checklists make employees productive faster. Thanks to media support and the possibility of making software available in different languages, employees can **participate more quickly** in day-to-day business, regardless of their qualifications.

Good to know: Production employees & digitization

Contrary to the common assumption that production employees feel threatened by digitalization, employees of our customers report that the introduction of software is perceived as a real enrichment. The use of digital tools **increases employee satisfaction and overall employer attractiveness.**

Optimize processes

4. Reduce errors

The human brain processes information differently depending on the form of presentation. It takes longer to process and understand purely text–based formats. Images and videos, on the other hand, help to absorb information better. Work instructions are carried out reliably more quickly **with the help of visual instructions**. In some companies, we measured a **55% drop in error rates** after implementing our software. Fewer errors automatically lead to lower scrap rates, minimizing rework and the number of customer complaints.

5. Design processes efficiently

System breaks between ERP and production staff take their toll. Efficiency in particular suffers. Every day, searching for information in folders and other information sources alone typically **costs half an hour per employee, per day**. Additional explanatory documents such as inspection instructions, travel times for process feedback at the terminal, and manual data transfers further complicate the daily work of production employees. In view of the shortage of skilled workers, this time can easily be saved with digital tools.

–55%

DECREASE IN THE ERROR RATE FOR MEDIA– SUPPORTED PROCESS INSTRUCTIONS

6. Dynamically evolve processes

Once typical process descriptions have been created, released and physically distributed, revision is always a hurdle due to the high effort involved. With software, feedback can be obtained **directly from the executing employee** and fed back. Digital adjustments and approvals can be made in a matter of minutes, allowing processes to be **continuously developed and optimized**. This gives companies more time to rethink processes.

7. Continuous improvement based on data

Many companies shy away from the effort of systematically evaluating checklists. Photos of findings taken with external cameras are often stored in digital folders under cryptic names and are rarely used for systematic change management. By consistently digitizing processes, individual findings and evaluations can be retrieved automatically. All data, incidents and findings photos for a particular operation are located at **one point of truth** that can be clearly assigned to that operation. Companies can finally use the valuable data for their CIP without any additional effort.

Reduce costs

8. Reduce external service costs

If knowledge is not documented or only documented in a way that is difficult to understand, external service providers are often called in (for maintenance activities, for example).
The digital provision of comprehensible process descriptions quickly yields **a potential of six-figure savings**. A large automotive supplier was able to save 250,000 euros in external service provider costs per year and per site by introducing Operations1.

9. Reduce travel costs

Have you ever thought about hiring external auditors so that you and your colleagues don't have to spend hours in airplanes, cabs and hotels? By using digital work instructions and checklists, you can document and maintain the same quality standards **regardless of location and language**. Your employees no longer have to travel around the world to different production sites.

+250.000 €   SAVINGS ON EXTERNAL SERVICE PROVIDERS PER SITE/ YEAR

Save time

10. Reduce effort for document processing

The cumbersome formatting of process instructions in word processing programs, multiple adaptations for multilingual documents and "copy-paste work" for recurring building blocks are underestimated employment drivers. Depending on the industry and process complexity, several full-time positions may be dedicated solely to document editing. Operational teams should **focus on optimizing processes** – instead of spending hours on formatting in Word, Excel or PowerPoint.

11. Increase velocity

A key maintenance employee is sick, but a machine downtime has occurred in Hall A. Instead of calling in service technicians or waiting for another experienced maintenance person to arrive, maintenance activities can be performed by an extended group of employees based on intuitive process guidance. Important and valuable employee **knowledge can be democratized** using digital tools – making companies more responsive and faster.

12. Avoid friction in communication

Communication channels in the production environment are diverse. Communication often takes place via telephone, chat app, or personal call. This often results in a "Chinese whispers" effect. Information arrives later or perhaps even incorrectly to the employees concerned. Digital tools allow you **to channel communication**. This way, information can be unambiguously tracked and traced in real time for all people involved.

Celebrate success

13. Increase audit security

The obligation to provide proof to customers and auditors represents an enormous expense driver for many manufacturing companies. The proper performance of activities must be documented. In the event of an audit, this information must be made available from the archive. Documentation and archiving take place in a decoupled manner in many companies. Digital documentation and integrated automatic filing eliminate the effort involved in these error-prone sub-steps. Digital work instructions and checklists can be called up at any time and help to ensure **audit-proof documentation**.

14. Make informed decisions

In addition to long-term process optimization, smart and quick ad-hoc decisions are also needed again and again in ongoing day-to-day business. Paper-based work instructions and checklists represent a blind spot in production. The digital alternative enables an overview of the current process progress, insight into findings and the possibility of live communication in case of problems at any time. Decisions can thus be made on **an informed basis and in real time**.

15. Increase customer satisfaction

What influence do digital process instructions have on your customers' satisfaction? Intuitive and adaptive process control increases product quality. Especially in the case of one-off and small batch production, complete and comprehensible quality documentation is an additional driver for customer satisfaction. Your customers will have **increased trust** if you can provide them with insight into professional quality documentation.

100%
CUSTOMER SATISFACTION

Sustain Operational Excellence

Digital transformation of shop floors does not happen overnight. Rather, it is a fluid process that companies must actively choose. In this paper, we list 15 benefits that can help you make that decision. Digital tools **empower your production workforce** in the long run, help **optimize processes**, and ultimately **save time and money**. They help you achieve operational excellence and sustainably secure your company's success, as their use keeps you flexible and resilient. We will be happy to support you in examining your individual use case and, together with you, consider how you can digitally map operational processes. The Operations1 software for digital work instructions and checklists can be implemented within 6–8 weeks and easily integrated into your IT system landscape. This means you can get started with the sustainable digitization of employee-led production processes without any complexity!

Companies that already support their employees digitally with Operations1

TRUMPF · BOSCH · STABILO · Soudronic · Hirschvogel Automotive Group · IMI

BRÜCKNER MASCHINENBAU · mhwirth · POLIPOL · Weidmüller · WELBILT · HERMOS

DELLNER BRAKES · MÜLLER FLEXIBLE PAPER HANDLING SOLUTIONS · ZÜND swiss cutting systems · Nabertherm · LEMKEN · BWF Group

> **Increase productivity and efficiency in your company. Support your operational staff, create transparency and increase customer satisfaction. We are happy to support you!**

Benjamin Brockmann
CEO, Operations1

operations¹

Rethinking audits, SOPs and inspections in the digital age

Strengthen your employees and carry out processes safely, reliably and efficiently.

operations¹

Do you have any further questions? Contact us!
sales@operations1.com | www.operations1.com