

Communication Transformation:

Building the Foundation for Optimized and Sustained Manufacturing Performance



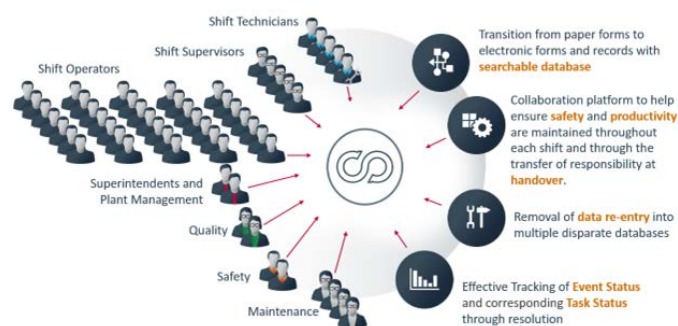
If you consider what is necessary to sustain a successful marriage, communication is going to be at or near the top of everyone's list. If you then consider attributes that most successful people and managers share, communication is again likely going to be at or near the top of this list. It therefore shouldn't be a surprise to anyone that improving communication in manufacturing is necessary for optimizing and sustaining top performance.

In many ways, communication is at the heart of Digital Transformation. While data integrity, workflow optimization, and decision support are common drivers for investment in Digital Transformation solutions in manufacturing, communication is the secret sauce that removes silos and swim lanes and allows a manufacturing site to outperform its former self.

Plant Process Management (PPM) solutions such as Shiftconnector® provide a digitalized framework for Operations, Quality, Safety, Maintenance, Plant Management, and all departments at a manufacturing site to have real-time awareness of underperformance and risk.

As its name implies, Shiftconnector is an efficient solution for digitizing shift logs and handover. More importantly, it also serves as the Event Management and Task Management hub for plants of all types in all industries, providing constant awareness of what issues exist and who is responsible for addressing them. This is a key enabler that not only provides for much greater communication, but also a step change in accountability.

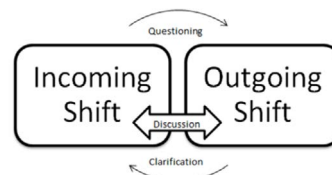
Shiftconnector supports the handover process, an essential activity as incoming Operators and Supervisors must have complete awareness of what risk factors exist as their shift begins.



Shiftconnector emphasizes departmental collaboration to enable accountability throughout each shift and during handovers.

Outgoing Operators and Supervisors share information in a consistent manner, focusing on open Events and the status of the assigned Tasks and Work Orders in place to address these Events.

Shiftconnector supports both synchronous and asynchronous handover, helping to ensure that the handover process occurs regardless of circumstances.

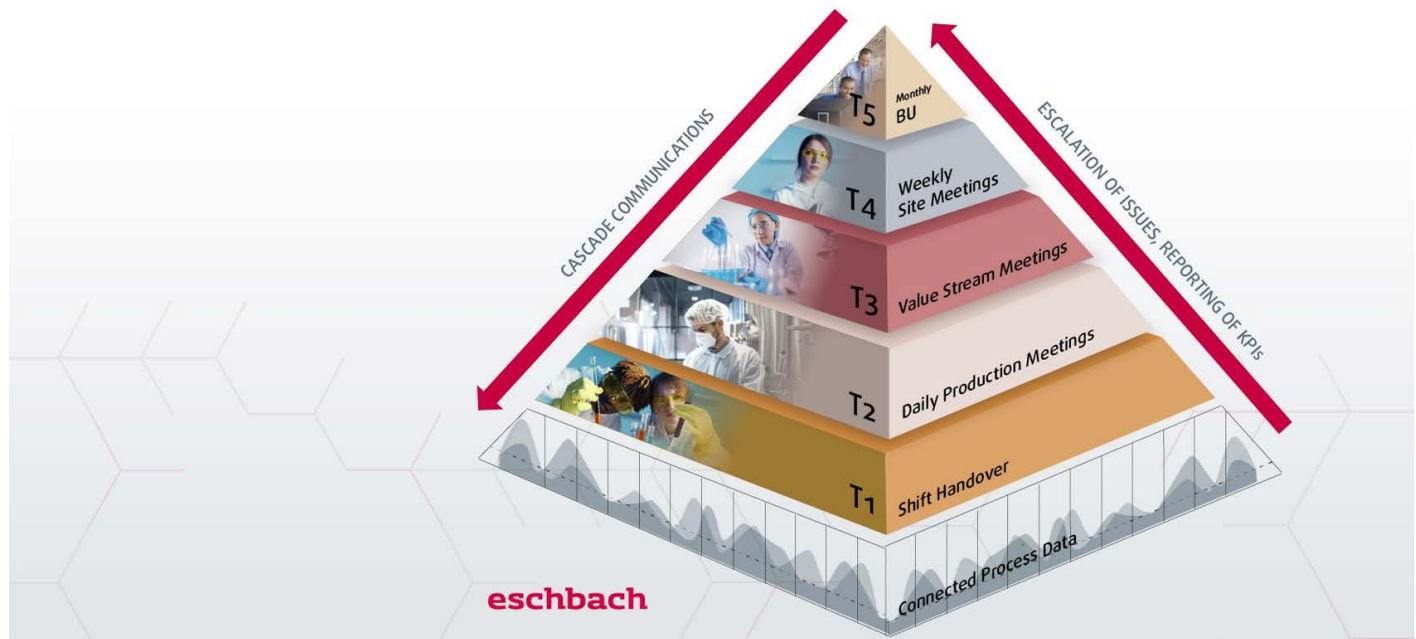


Handover process highlighting the critical exchange of information between ingoing and outgoing staff.

Further to this, there are multiple tools layered within Shiftconnector that enable transformed communication, inclusive of the following:

- **Morning Meeting** supports team collaboration at the daily Production Meeting
- **360° Overview** for a summary of active Events, Tasks, and Instructions
- **Plant Status** for constant awareness of equipment status
- **Tier Collaboration Dashboards** for role-specific performance and risk metrics

This layering provides a rich environment for increased collaboration and accountability. For example, **Morning Meeting** provides an opportunity for Supervisors and Operators to review all open high priority Events and Tasks from the night before. **360° Overview** provides a snapshot of what's most important right now for Supervisors and Superintendents. **Plant Status** provides a quick view to know if a key asset has returned to service or is in the proper state, such as ready to run, running, cleaning, clean, machine set-up, routine maintenance, unplanned maintenance, etc. **Tier Collaboration Dashboards** provide role specific Key Performance Indicators along with escalation of high priority information (from the bottom up) in a structured manner, and a consistent process to cascade information to the plant floor (from the top down).



Shiftconnector facilitates Tier Collaboration.

Clients universally share the following comments regarding the impact of improved communication enabled by Shiftconnector:

- Significant improvements with handover effectiveness.
- The assigning and tracking of Tasks greatly increases team accountability.
- Operators have constant awareness of real-time site performance and what is impacting current performance.
- The filtering and search tools within Shiftconnector, designed to find relevant historical details quickly, enhance daily team troubleshooting efforts.
- Supervisors and Superintendents work more proactively and less reactively.

Communication Transformation is indeed foundational for optimized and sustained Manufacturing Performance. Yes, change management will be required as you introduce Shiftconnector to your site(s). That said, we consistently witness rapid adoption, with team members quickly wanting to add use cases of all kinds in support of continuous improvement. Before you know it, the solution is deployed site wide and is central to your culture, and to your long-term success!



— Jon Hall, Vice President at Adatafy, a trademark of Novaspect