

CRISIS RESPONSE FOR MANUFACTURING TEAMS IN THE PROCESS INDUSTRY

Advertorial

The strongest and richest form of human communication is face-to-face. Until the COVID-19 pandemic occurred, most people took this form of communication for granted.

Companies have contingency plans for a variety of circumstances and challenges – even calamities – that might occur. But very few, if any, contemplated a scenario like this pandemic with it hitting the entire world simultaneously and with great speed. As such, the resultant challenges along the entire value-chain also appeared simultaneously with some of the challenges interacting with one another and amplifying their seriousness and complexity.

In the process industry, we use face-to-face meetings for the shift handover, for morning meetings, for continuous improvement meetings, for Lean meetings on the shop floor, and for many more instances where communication between involved parties occur. With the pandemic and the requirements associated with social distancing, those meetings can no longer take place with people in close quarters for any extended period of time. As such, everybody must quickly determine and adapt to a new „normal“.

This pandemic offers the opportunity to clearly demonstrate how much we can immediately benefit from the digitization of communication processes; especially for those who haven't done it yet. And although the pandemic is an extreme case, there will always be the opportunity for some localized crisis which will require you to be agile, resilient, and engaging with great speed and clarity. However, by adapting to this new normal, your operations will be more efficient than before. In addition and considering the advent of artificial intelligence (AI) as it penetrates deeper into and across our businesses and its operations, AI will only reach its full potential if we incorporate human intelligence. This is especially true in the process industry where hazardous and complex processes are operated by highly skilled and experienced experts.

If data is the new oil, communication is the new jet fuel.

Customers who were already using Shiftconnector responded quickly after the lockdown and have been able to transition more easily. Their use of Shiftconnector lowered the shift-to-shift contamination and enabled

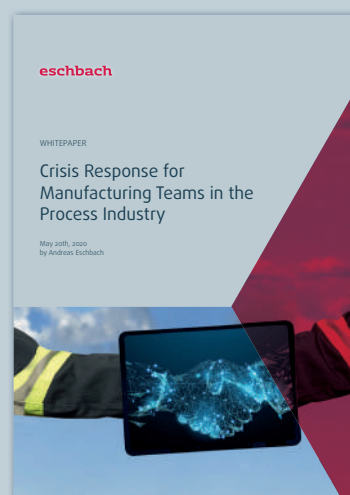
their engineers to work remotely. The outgoing teams are connected virtually to the incoming teams and conduct digital handovers – and the engineers in the home offices can read the notations and observations and see the supporting photos or videos. Even as the shift is running, the outside operators are recording observations in real-time via mobile devices and sharing it with the board operators and their supervisors all in one contiguous communication platform. These capabilities that are required today will make your operation more agile and increase the overall business resilience.

About eschbach

We help production teams stay safe and work smarter through better information sharing and collaboration. eschbach provides solutions for effective shift handovers, transparent team communication and increased asset performance.

For over 15 years, our award-winning Shiftconnector® solution has brought shift teams together to improve safety and performance. In that time we have continuously developed Shiftconnector® in close cooperation with leading organizations in the chemical industry. Companies like BASF, Bayer and DuPont engage their workforce with our easy to use, yet powerful solution.

eschbach is a provider of manufacturing solutions and headquartered in southern Germany with offices in Boston, USA.



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