



Your Connected Workforce Guide for Learning and Development

Learn how **Learning and Development teams** are key to accelerating your journey to Workforce and Operational Excellence.

www.nvolvegroup.com

Smart Manufacturers and Supply Chains have Connected Workforces

Those responsible for Learning and Development in your business are central to your Connected Workforce strategy.

Leading Manufacturing and Supply Chain companies are now incorporating a Connected Workforce strategy into their Workforce and Operational Excellence goals. A Connected Workforce will transform the way your employees interact and operate on a daily basis with the systems around them and each other allowing you to **Get it Right the First time and Every time!**

A Connected Workforce strategy also works best when teams across different functions are connected together using modern digital tools and when it is incorporated into a wider **Workforce and Operational Excellence program.**



Smart Manufacturing needs Smart Workforces

so the traditional focus on just compliance and the minimum skills needed to operate is no longer workable.

A **Connected Workforce** can help you create a more modern and personal Continuous Learning by Experience (on the job) based learning environment and also help your **Learning and Development team** ensure you have the right people with the right skills and are always fully compliant.

Creating **Digital Work Instructions, SOP's and Checklists** is the starting point but this does not mean simply putting existing documents online. You should think about using Multi Media such as Voice, Videos and Images to create a much more dynamic experience and to transfer the knowledge of your more experienced employees to the next generation of your workforce.

Crowdsourcing Video Based Knowledge is therefore vital. There is wisdom in crowds and with a modern Connected Workforce your employees should all be involved in the creation of Video knowledge at scale whether that is one single site or across multiple global locations.





Workforce and Operational Excellence Starts with a Connected Workforce

It's a challenging time for the Manufacturing and Supply Chain Industry. Competition is severe, economic conditions are difficult and a fluctuation in demand is forcing companies to continually improve across many functions of their business, all at the same time.

Workforce Productivity has always been centre stage but is now even more critical. Disruptions to the global supply chain have created barriers to productivity, making it more difficult than ever to keep up with demand while keeping expenses down. Manufacturers are now looking to their Workforce to do more and most of time to do this quicker and with less cost.

To make things even harder, the Covid 19 pandemic has placed an immediate and critical emphasis on the safety and wellbeing of your Workforce across your entire business operation.

New solutions and ways of working are more important now than ever before. Manufacturing and Supply Chain Industry leaders are looking at digital solutions to help solve these difficult challenges and they are discovering that **Digitally Connected Workforces** deliver greater productivity and quality across manufacturing operations, without compromising safety.



Connected Workforces reinvent the way work gets done, enabling employees to move beyond their individual job roles and functions and creates a model where real time access to knowledge and real time communication enables them to respond to live situations there and then.

Connected Workforces create a **Culture of Continuous Improvement** across the entire business which is a core element to delivering on Industry 4.0 and Smart Manufacturing.

Paperwork is the core problem that prevents your workforce from becoming fully Connected with the systems around them and their colleagues across the entire business. Paper-based workflows are now well past their sell by date and the time has come to finally move to a **100% Paperless Manufacturing and Supply Chain**. As daily operational procedures, work instructions, checklists and guides are becoming more complicated those companies still using them will find that they are more often than not being left behind by their competitors.

“A bad system will beat a good person every time.”

Dr. William Edwards Deming

Dr. W. Edwards Deming, often referred to as “The Founding Father of Continuous Quality Improvement” and a leading authority on how employees worked and learned together was a statistician and business consultant whose methods helped hasten Japan’s recovery after the Second World War and beyond.

The Core Problem... Paperwork!



Paperwork Problem 1:

Paperwork causes delays and increases cost. There is the paper itself, the printing, reviewing, storage and management of it. The constant movement of paperwork across your operations creates many opportunities for Human Error and substantially **Reduces Employee Productivity whilst increasing Cost and Delays.**



Paperwork Problem 2:

Paperwork inevitably means that your Workforce are not working from the latest and most up to date **“centre of truth”**. As soon as a document, procedure or work instruction is printed it is potentially out of date. That printed document is then in circulation in your operation and a potential cause of **Waste, Errors and Rework.**



Paperwork Problem 3:

Paperwork drives your **Deskless and Frontline workers** to operate in isolation – they have a document or guide which they follow but there is no communication back and forth to the author which removes the opportunity for Continuous Improvement. This can result in **“disengagement”** by your Workforce and a massive missed opportunity for your business.



Paperwork Problem 4:

Who wants to work in a business that still uses paper as their main knowledge transfer mechanism. **Younger workers** are basing their employment decisions not only on remuneration but also the tools they have to do their job well – these **workers demand digital solutions** like learning in the flow of work (via video for example) and to have a learning experience at work similar to what they have at home.

Do you still use Paper? If so... WHY!!!!

Connected Workforces and Digital Solutions

The argument for going digital is all around us in everything we do every single day. Phones, Smart Watches, Remote Cameras, and many other **devices are all Connected** to deliver to us an immersive and digital experience. For the most part they have improved our daily tasks and lifestyles so what if the same improvements could be garnered at work.

Central to a **Connected Workforce strategy** is bringing the advantage for consumer connectivity and digital tools to the workplace. Digital tools can transform the way frontline and Deskless workers interact and connect with the Systems, People and Information they need to accelerate their productivity, operational excellence and to do their job to the best of their ability.

Digital SOP's and Work Instructions, Automated Checklists and Video Knowledge Transfer can all work in harmony to decrease start up and shut down times, improve compliance with procedures, prevent unplanned stoppages and reduce downtime.

Removing Waste is a core principle in lean manufacturing as conceived by the Toyota Production System. This model noted seven types of waste. An **Eighth Principle** was added when the model was introduced to the West which relates to the importance of worker engagement across operations, precisely what a Connected Workforce is designed to help achieve.



Your Connected Workforce – Three Step Plan

Workers in general want to excel and do their best work whilst at the same time feeling safe and secure in the place of work. **Building a Connected Workforce culture and strategy** is the way you can help them do it. It's the future of how Manufacturing and Supply Chain companies will operate, but where do you start?

Step 1: Digital Foundations

Creating digital versions your paper-based workflows and processes begins by providing workers with the modern digital tools they need to:



Access knowledge quickly and easily



Perform their job safely and efficiently



Capture details needed to ensure compliance

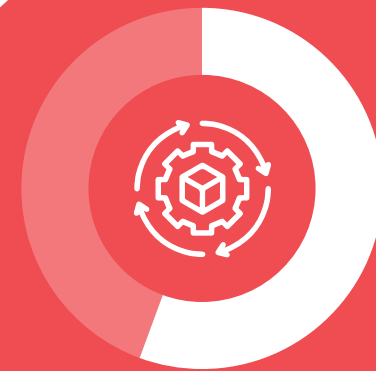


Drive continuous improvement



Make your operations fully audit ready.

Connected Workforce technology makes internet connectivity a must-have for your factory and supply chains. Lack of a reliable and stable connection contributes to worker isolation, which introduces costly delays that come at the expense of workforce and operational excellence.



57%

of companies believe digital transformation has been central to their operational improvement

<https://www.pwc.com/us/en/tech-effect/cloud/digital-iq.html>

Step 2: Digital Connections

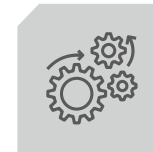
The end of paper-based operations actually helps to ensure your workers are **“on the same page”** – Digitally! There are many forms of “connecting” but the main three that help you accelerate your journey to Workforce and Operational Excellence are:



Connect your Workforce to each other, whether it’s teammates or knowledge experts, and create a culture of mass engagement, effective communication and continuous improvement.



Connect your Workforce to the information that they need using digital media such as videos, photos, audio, links, translation and voice files that can all be embedded within Work Instructions and SOPs.



Connect your Workforce to the systems that are relevant to their job role such as ERP, HR, LMS, or QMS - the goal is to allow them to link information between systems so as to further improve your productivity.

The right digital solution effectively connects all three and enables everyone to do their jobs better.



67%

of Manufacturing and Supply Chain companies have connected worker programs already underway

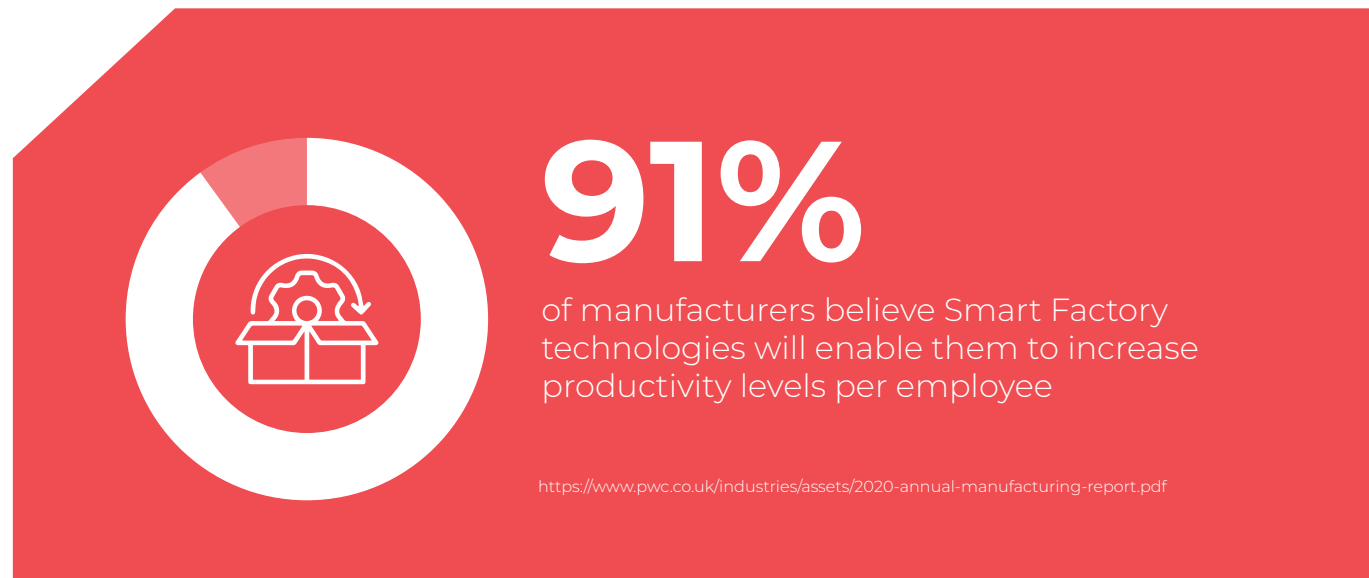
<https://blog.Insresearch.com/transform-one-connection-at-a-time>

Step 3: Operations Transformation

In today's modern Manufacturing and Supply Chain environment Continuous Improvement requires real time operational access and input across your workforce. If you can build a system and culture where you are able to collect data **“in the flow of work”** then positive operational transformation is the only logical outcome.

Real time capturing of data offers immediate and tangible insights into your entire operation which you can then more easily turn into **Actional tasks and steps to drive Operational Excellence**. Without the data and analytics that flow from it then it is much harder to be predictive and ultimately position your business for the challenges that lie ahead.

Investing wisely in the correct Digital and Workforce tools is where you can start to see value almost immediately – paperwork is immediately reduced, improvement ideas start to flow and your productivity will start to improve.



Where to start on your Connected Workforce Journey?

There are many digital tools and solutions available on the market today, many of which are “**point solutions**” ie. a single solution to solve a single problem – each with their own pros and cons.



Bespoke Software Solutions can be a useful way to get apps designed for your specific infrastructure, provided someone on your team is dedicated to working with IT and able to support the technology post deployment (not always the case)



Off the Shelf Web Software Solutions are sometimes easy to understand from the outset as they are typically a single stand alone solution however they do not always have the in built ability to truly “Connect” with other systems.



Operational Task Solutions are focused on enabling your operations to complete and track specific tasks but quite often they are not linked to your Knowledge base so the “knowledge connection in the flow of work” is not possible



Traditional Learning Systems on their own are great but many are designed for office based workforces and are not fit for the digital needs of a Frontline or Deskless workforce.

In reality all of these may be required for your specific strategy and project, along with others around **Improvement Ideas, Reward and Recognition, Communications** and others. The key to success is to plan ahead to “what good looks like” in a defined period and then make sure the path you start on now has a clear roadmap to easily get you there.



Conclusion: It all about your specific Journey!

C-Level executives, Senior Management, Site / Plant Managers, Support teams and your Frontline / Deskless workers are all connected in some way or another – **Connect them Better** and your business will gain by improvements in many of your day to day processes and how things get done every single day. Your specific journey to Operational Excellence has it's own very tailored roadmap – **creating a truly Connected Workforce will get you there quicker, easier and at a lower cost.**

About Nvolve

Nvolve has been helping **Manufacturing and Supply Chain** companies accelerate their journey to **Workforce and Operational Excellence** for over 15 years. Manufacturing, Logistics, Warehousing, Retail and Services companies around the world use Nvolve to equip their Desk and Deskless Workforces with modern digital tools to reduce Risk & Costs and improve ESG, Productivity, Quality & Safety.

Our mission is to add value to **ALL** our customers **ALL** of the time. Your success is always our primary Goal. We are not just a platform – we are your additional Connected Workforce team to make sure you succeed and we have done it before having helped many other businesses just like yours, numerous times. But don't just take our word for it – **Reach out to us today** and we will set up a call with one of our Customers who will share their Nvolve story with you!

Companies on their Connected Workforce journey with Nvolve





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