



THE NVOLVE GUIDE TO

# Frontline Learning and Development

How Effective L&D Strategies Enhance Workforce Productivity and Safety

[www.nvolvegroup.com](http://www.nvolvegroup.com)

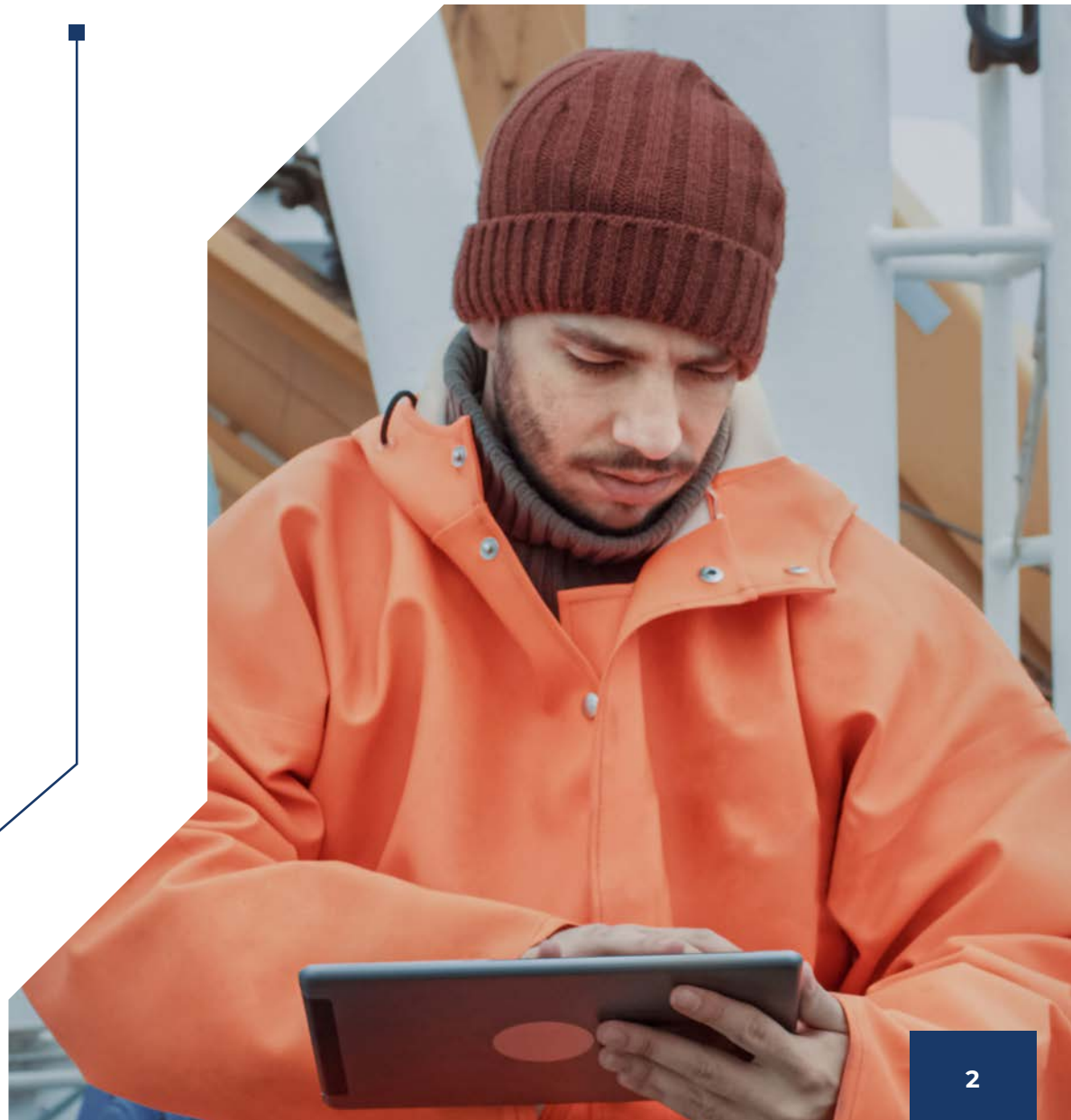


# Smart Manufacturers and Supply Chains Rely on Effective Learning and Development

**Those responsible for Learning and Development in your business are central to achieving operational excellence.**

Leading manufacturing and supply chain companies are now integrating effective L&D strategies into their workforce and operational goals. Transforming how employees interact and operate daily with the systems around them and each other ensures they get it right the first time and every time.

An L&D strategy works best when teams across different functions are connected using modern digital tools and when it is part of a wider program aimed at workforce and operational excellence.



# Smart Manufacturing Requires Skilled Workforces

Traditional focus on compliance and minimal operational skills is no longer sufficient. A modern approach to Continuous Learning by Experience (on-the-job learning) helps create a dynamic learning environment. Your L&D team can ensure you have the right people with the right skills while maintaining full compliance.

Creating digital work instructions, SOPs, and checklists is essential. However, this involves more

than just putting existing documents online. Use multimedia such as voice, videos, and images to create a more engaging experience and transfer the knowledge of experienced employees to the next generation.

Crowdsourcing video-based knowledge is vital. Harnessing the collective wisdom of your workforce allows all employees to contribute to creating video knowledge at scale, whether at a single site or across multiple global locations.







## Workforce and Operational Excellence Begin with Effective L&D

The manufacturing and supply chain industry faces severe competition, difficult economic conditions, and fluctuating demand, requiring continual improvement across many business functions.

Workforce productivity is now more critical than ever. Global supply chain disruptions have created barriers, making it harder to keep up with demand while controlling costs. Manufacturers are looking to their workforce to do more, faster, and at lower costs.

The Covid-19 pandemic has emphasized the importance of workforce safety and wellbeing.

Digital solutions are now essential to address these challenges, as they help improve productivity and quality across manufacturing operations without compromising safety.



## Real-Time Access to Knowledge Transforms Employee Roles

Empowering employees with real-time access to knowledge and communication enables them to respond effectively to live situations. A culture of continuous improvement is central to delivering Industry 4.0 and smart manufacturing.

Paperwork is a major barrier preventing your workforce from fully integrating with the systems and colleagues across your business. Paper-based workflows are outdated.

Transitioning to a 100% paperless environment is essential, as companies relying on paper-based processes risk falling behind 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 costs due to printing, reviewing, storage, and management. It also creates opportunities for human error and reduces employee productivity.



## Paperwork Problem 2:

Paperwork means your workforce may not be working from the most up-to-date information. Printed documents can quickly become outdated, leading to waste, errors, and rework.



## Paperwork Problem 3:

Paperwork isolates deskless and frontline workers, preventing effective communication and continuous improvement. This can result in disengagement and missed opportunities.



## Paperwork Problem 4:

Modern workers prefer digital solutions. Younger employees value digital tools for their jobs, seeking a learning experience at work that matches their personal lives.

# Digital Solutions for Frontline Workers

The benefits of going digital are evident in our daily lives. Phones, smartwatches, and remote cameras enhance our tasks and lifestyles.

Bringing these advantages to the workplace can significantly improve productivity and operational excellence.

Digital tools transform how frontline and deskless workers interact with systems, people, and information, helping them perform their jobs better.

Digital SOPs, automated checklists, and video knowledge transfer reduce startup and shutdown times, improve

compliance, prevent unplanned stoppages, and reduce downtime.

Lean manufacturing, as conceived by the Toyota Production System, identifies several types of waste.

A digital approach helps eliminate these wastes and engages workers across operations.



# Building an Effective L&D Strategy – Three-Step Plan

Workers strive to excel while feeling safe and secure. Building an effective L&D culture and strategy supports this goal and is the future of manufacturing and supply chain operations. Here's how to start.

## Step 1: Digital Foundations

Provide modern digital tools to:



Access knowledge quickly



Perform jobs safely and efficiently



Ensure compliance

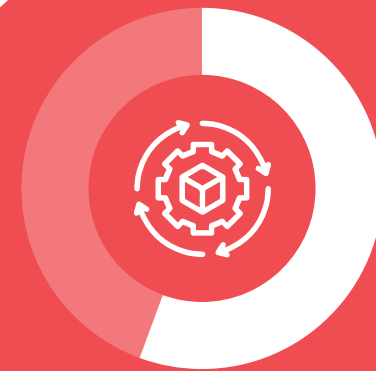


Drive continuous improvement



Make your operations fully audit ready. Make operations

Reliable internet connectivity is essential to avoid worker isolation and costly delays.



# 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

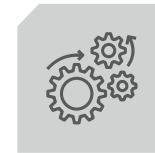
Ending paper-based operations ensures workers are “on the same page” digitally. Key connections include:



Connecting workers to each other to foster engagement, communication, and continuous improvement.



Connecting workers to necessary information using digital media like videos, photos, and audio embedded within work instructions and SOPs.



Connecting workers to relevant systems (ERP, HR, LMS, QMS) to link information and improve productivity.



# 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

Continuous improvement requires real-time operational access and input. Capturing data “in the flow of work” leads to positive operational transformation.

Real-time data provides insights into operations, enabling actionable steps for operational excellence. Without data and analytics, it’s harder to predict and prepare for future challenges.

Investing in the right digital and workforce tools delivers immediate value—reducing paperwork, generating improvement ideas, and boosting productivity.



# 91%

of manufacturers believe Smart Factory technologies will enable them to increase productivity levels per employee

<https://www.pwc.co.uk/industries/assets/2020-annual-manufacturing-report.pdf>

# Choosing the Right Digital Tools

Various digital tools are available, each with pros and cons. Your strategy may require a mix of solutions, including:



## Bespoke Software Solutions

Custom apps designed for your infrastructure, requiring dedicated IT support.



## Off the Shelf Web Software Solutions

Standalone solutions that may lack integration capabilities.



## Operational Task Solutions

Enable task completion and tracking but may not connect to your knowledge base.



## Traditional Learning Systems

Suitable for office-based workforces but not ideal for frontline or deskless workers.

Plan ahead to define what success looks like and ensure your chosen path can achieve your goals.



## Conclusion: Your Unique Journey to Excellence

C-level executives, senior management, site/plant managers, support teams, and frontline workers are all interconnected in various ways. Enhancing these connections can significantly improve daily processes and overall efficiency. Your journey to operational excellence is unique, and a robust Learning and Development strategy will help you reach your goals faster, easier, and at a lower cost.

## About Nvolve

Nvolve has been supporting manufacturing and supply chain companies in their pursuit of workforce and operational excellence for over 15 years. Companies in manufacturing, logistics, warehousing, retail, and services worldwide use Nvolve to equip their frontline workers with modern digital tools. These tools help improve productivity, quality, and safety.

[Get a Demo of Nvolve](#)







# Contact Us

## Nvolve Group Ltd.

General Enquiries: [info@nvolvegroup.com](mailto:info@nvolvegroup.com)

Media & Press Enquiries: [insights@nvolvegroup.com](mailto:insights@nvolvegroup.com)

### HQ



Colab, LYIT, Port  
Road, Letterkenny,  
Donegal, Ireland

### NORTH AMERICA



345 Park Avenue,  
17th Floor New York  
NY 10154-0037 USA

### EMEA



Kemp House, 152  
City Road, London,  
EC1V 2NX United  
Kingdom

### APAC



The Hub, Level 2  
162 Collins Street  
Melbourne, Vic  
3000 Australia

### PHONE



+353 7491 16000

### PHONE



+1 646 568-4369

### PHONE



+44 203 868 8250

### PHONE



+353 1440 3615