

Increase Manufacturing Productivity by Closing The Data Gap

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Increase Manufacturing Productivity by Closing The Data Gap

It's no secret that most manufacturers are underutilizing the data they collect from front line operations. **Gartner** found nearly 97 percent of data remains untouched and unused by companies! Gartner also revealed that 87 percent of organizations have low **business intelligence** (BI) and analytics maturity.

In this Ebook we're going to be specifically looking at the data gap as it relates to front line operations data and even more specifically on the data collected by the human operators responsible for machine maintenance and related service tasks.

The **Data Gap** manufacturers are facing isn't about a lack of front line data, but rather a lack of usable, organized, high quality data that can be easily accessed by management and front line teams when they need it.

This Ebook will look at this traditional blindspot in most manufacturing organizations.

While companies are using IOT and machine sensors to track the health of their machines, the human operators who keep high value equipment running are recording service tasks with pen and paper. This means that the sea of data they collect:

- Provides **little verification** of task completion to a company standard
- Requires **time wasting error prone dual-data entry** and lowers data consistency
- Ends up in **siloes systems** where it isn't available to be actioned
- Isn't in a format where it can be easily understood and used
- Denies management real time **visibility and traceability** into front line operations

In this Ebook we're going to look at how you can transform your **data quality, data consistency, data visibility** and **data utility** by using a digital Front Line Worker Platform to digitize processes. But first let's explore the major problems with the data most manufacturers are collecting.

The 4 Problems Driving **The Data Gap**

Problem 1: Low Quality Data From **Paper Based Reporting**



Why is much of the data that is collected for machine maintenance of low value?

Paper based reporting relies on what a technician can see and then translate into words in their often illegible handwriting. These men and women aren't hired for their ability with their words but their ability to work with their hands. **But even the most eloquent technician with the best handwriting can't convey what a picture or video can using only words.**

As a result you can't trust that what's being written up is a true reflection of a machine's health. Even worse, due to the low level of verification data collected to prove job completion it's also possible for crucial Preventive Maintenance to be skipped and for forms to be submitted without the tasks even being completed.

Problem 2: **Error Prone Dual-Data Entry** Lowers Data Consistency

The data from these paper based reports are then manually entered into a computer system. We all know that dual-data entry is terribly boring and prone to human error. As

a result, dual-data entry lowers **your data consistency**. Because now there is a gap between what is reported in the field and what is typed into the computer system.

Dual data entry also takes up massive amounts of effective time for your technicians. And we mean massive!

An expert we talked to told us that it takes between 15-45 minutes per work order to translate reports done in the field into a computer system. That can add up to 1000s of hours of paperwork per machine asset per year. This is valuable time away from the technical work your front line has trained for and can impact uptime.

Dual data entry also means data isn't available to management in real time. In an ideal world the data is only delayed until the end of day when it is entered into a computer system.

Many companies will actually ship the paper reports to other countries and have a whole new set of workers input the data into computer systems. This means the data isn't in your system for weeks! **So by the time you have access to your data it's no longer relevant.**

Problem 3: [Data Access](#) and Visibility

So can you get access to the data when you need it?

Did we mention these computer systems are often only accessible by business units directly related to the tasks that are being performed? The data isn't transparently available to your organization as a whole. Relevant data is often input into several disconnected, siloed computer systems.

This means that even if this data reflects the truth on the ground it isn't available to be used by your front line when they need it. Or if it is available technicians have to go in and out of five different systems to get all the information they need to perform maintenance or repairs. This creates a bottleneck for your organization's productivity.

It also makes holistic data analysis extremely difficult. You may have five business units with hypothetically different responsibilities. But they are all contributing to the goal of achieving your KPIS. It's difficult to work towards a common purpose without properly sharing data. Siloed computer systems make organizational transparency impossible.

Problem 4: Is the **Data Useable**

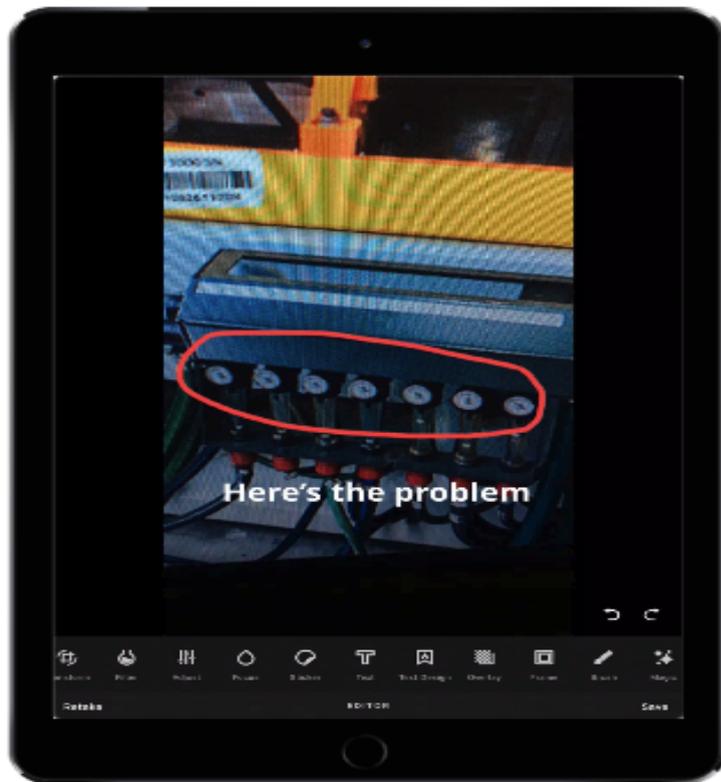
So is the data usable? We'll admit usable is a blanket term as different types of data are useful to different types of roles within your organization. The question is whether the data that is being collected is useful when it gets into the hands of the person who needs it?

Can this data be analyzed to improve operations for management? Will it speed up repairs for technicians? Will it better record safety incidents and prevent accidents from occurring and endangering your teams? Bottom line: **Does your data make life easier for your managers and your front line?** If the answer is no then you aren't alone.

Organizations are obsessed with capturing data. They aren't as focused on capturing and transmitting useful, well organized data. **OK. We have complained about the present.**

But the future can be a beautiful place! Let's take a look at how a low code/no code Front Line Worker platform can give you a never before achieved visibility into front line operations and give you tons of useful data that makes everyone's life a whole lot easier!

How To Close the **Data Gap**



Move From Text to **Rich Media Reporting**

It's easy to beat up on paper based processes. But they've kept operations running for generations and paper can't be entirely eliminated from your processes!

At the advent of paper based processes it would have been extraordinarily costly and time inefficient to demand photographic or video evidence to prove completion of steps in your workflows.

You'd have to wait to get your film developed and then you'd have to paste it to your printed reports and the whole thing would be a disorderly mess! It'd also be difficult to accurately measure how long each process took because you'd be doing it with a stopwatch. **Paper based reporting was a great solution when it was implemented.**

But now every worker can easily use the digital camera that comes with their phone to take a picture or video of the machine asset. These pictures can be uploaded onto a digital Front Line Worker Platform where they can be time stamped, instantly connected

to a machine asset then uploaded and analyzed in near real time. You are able to verify the job has been done, it has been to your standard and you have the evidence that proves your instructions have been followed to the letter. If an issue is discovered it can be rapidly escalated and resolved. You can even highlight problem areas directly on the picture itself.

The old cliché is that a picture is worth a thousand words. The truth is that words will always be a less accurate representation than a picture or a video. Something is always lost in translation. But why lose data quality if you don't have to?

1. **Standardized step specific instructions**

A Front Line Worker platform provides work instruction into the flow of work with intuitive standardized workflows to simplify complex work environments and collect data at each step of work execution. When the unforeseen occurs front line workers can access subject matter experts with the click of a button for a video remote assistance session, which can in turn be recorded and be available the next time a technician faces the same issue. One time fixes can become permanent productivity gains because solutions can be captured and shared with your entire organization.

Tribal knowledge can be passed to the next generation of workers.

Each step of a job is recorded, time stamped and verified with photographic or video evidence to prove completion. Then when the job is completed a report is automatically generated and available to relevant stakeholders eliminating hours of dual-data entry and accompanying data quality loss. If you're working offline you can execute your tasks and your data will automatically upload to the cloud as soon as your device connects to the internet.

2. Combine datasets to get holistic view

Your data is put into a decentralized cloud where **it's accessible in real time by all the relevant stakeholders in your organization**. Say it goodbye to useless business silos and hello to **true operational transparency**.

This wealth of structured, organized data can then be easily integrated with IOT and legacy ERP, MES and BI systems to give you a complete picture of your operations.

The data you acquire gives your entire organization the ability to learn from your mistakes and capitalize on your successes.

Front Line Worker Platform are designed to **solve the data gap**:

Using a Front Line Worker Platform helps you **upgrade the quality of your data, elevate data consistency, improve visibility and provide instant access to usable data for management to improve processes and front line technicians to do their jobs more efficiently.**

But how important is it to improve your data quality and make better use of your data?

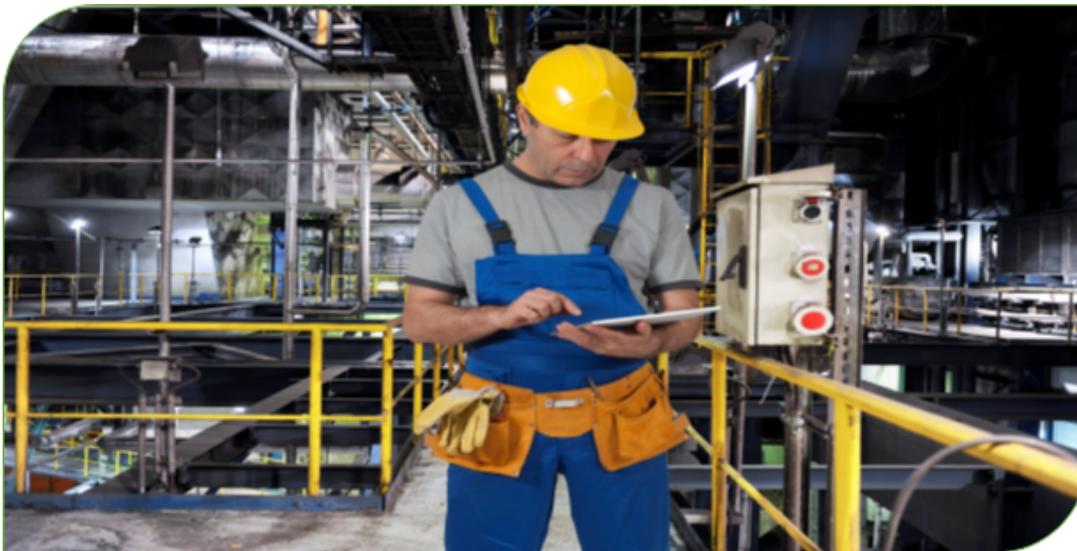
According to a recent report by The New Decision Makers: Equipping Frontline Workers For Success [report](#) the more data you collect and the more intelligently you use it the more likely a company will succeed.

This golden nugget was based on first hand accounts from almost 500 C-suite leaders across 16 major industries. Only 20% of surveyed companies are leading the way by using their data to improve their operations, supply chain and product.

Of these 20%, 16% are experiencing a 30 percent growth in revenue. **That's not a small improvement. That's a game changer.** This doesn't take into account a **69% increase in customer satisfaction** as a result of the efficiencies they were able to realize through data driven optimization.

Most organizations spend a massive amount of time and money collecting front line data. Why not make it worth all the trouble you're going through by capturing high quality data that can help continuously improve your operations and make life for everyone in your organization a whole lot easier?

About **Atheer**:



Atheer is an **AR Powered Front Line Worker Platform** that provides digital training, intuitive, highly contextual work instructions that simplify complex work and provide instant access to subject matter experts through state of the art AR powered remote assistance.

We make it easy for workers to complete work to your standards no matter their experience level. We give you the tools to guarantee consistent, high quality work every time. Our low code/no code platform is accessible by your front line teams through the devices they naturally use in the flow of work (**phones, tablets, laptops and even Smart Glasses**). You can digitize a process in 15 minutes and permanently eliminate thousands of hours of dual data entry forever without putting undue stress on your IT teams.

Atheer makes it easy to capture usable, well organized data across your entire value chain. We work with some of the leading manufacturers in the world to reinvent the way they work. Our team of experts are here to help you every step of the way.

With a Front Line Worker Platform you can improve your data by:

- Easily **eliminating time wasting dual-data entry** and improve data consistency
- Automatically generating job reports as soon as a job is completed
- Providing management with a never before achieved **real time visibility** into operations
- Verifying standardized step completion with **timestamps, photographic and video evidence**
- Improving **traceability** and flag missed PM and make sure scheduled PM is completed
- Collecting **valuable data and metadata for process and product improvement** during repairs
- **Protecting product quality** across your entire supply chain with extended enterprise quality audits
- Capturing **valuable tribal knowledge** before it walks out the door
- Continuously improve operations with data
- Easily synch your stack and integrate data with legacy systems like ERP, MES AND BI

And much, much more we won't go into this white paper! Feel free to email Atheer at Info@atheerair.com or book a demo on our website to learn more.

Contact Us

Please leave us a note and one of our team will get back to you as soon as possible (usually within 24 hours).



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[Request a Demo](#)

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