

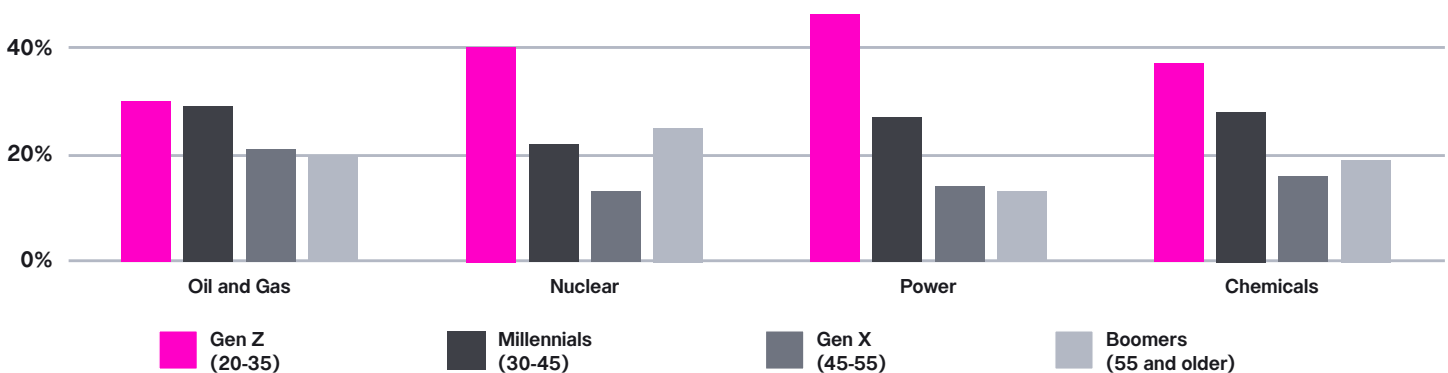


Digitizing industrial operations in the four-generation workplace

The imperative

As the world's population ages, so does its workforce

Industrial organizations, particularly in Europe, have a growing number of workers approaching retirement. Replacing them is not an easy task: high attrition and turnover rates, skills shortages and the challenge of attracting new talent to some sectors make it particularly difficult to replenish ranks and retain expertise.



Three information management challenges for the four-generation industrial workplace

"One of my main challenges is that we struggle to keep new hires: when they see that we still do things the old way and write information on paper before transcribing it into a computer, they just run out the door and quit before the end of their probation. But every attempt to digitize these processes has met with resistance from older workers."

Site manager, Chemical industry

1 Capturing operational information and ensuring knowledge transfer

Unstructured and undigitized critical processes impede visibility, learning and the consistent adoption of good practices. For new hires, they make learning curves steeper and longer.

2 Reducing the risk of human error and its consequences

Traditional systems rely heavily on operator experience. As these workers retire, the risk of human error and non-compliance increases.

3 Strengthening the visibility of, and access to, critical information

55% of workers say they struggle to find the documents they need for their job, such as procedures and work instructions. Information management is key to performance, retention and job satisfaction.

Where to focus?

Five safety-critical processes to digitize now



Shift handovers

Poor shift handovers are a significant factor in industrial accidents (eg the 2014 Dupont La Porte toxic chemical leak) yet, industrial organizations often rely on unstructured processes and inadequate tools, such as paper, spreadsheets and disconnected applications, increasing risk and inefficiencies.



Control of work

When using permit-to-work systems, major hazards can arise from using the wrong type of permit, incorrect information about the work and hazards or failure to adhere to the work permit.



Incidents and near-misses

Digitization is crucial to achieving controlled, consistent management of incidents and near miss tasks across all departments.



Operator rounds and routine duties

Inspection rounds are a vital day-to-day process. If undigitized (or inefficiently digitized), workers waste time, struggle with missing, hard-to-find or duplicated information. Follow-up is delayed.



Work instructions

Work instructions are issued at all levels and areas of industrial operations. Traditional tools – including paper and spreadsheets – are not interfaced with other software, such as data historians and the CMMS, leading to dual capture, information silos and increased risk and inefficiencies.

Case Study

How ENEOS achieved uniform operations management across 11 refineries

Discover how [ENEOS](#) leveraged Octave Tempo Operations Management (formerly j5 Operations Management Solutions) across its sites to standardize shift handovers, improve communication, increase efficiency and reduce operational risk.

"I've had the pleasure of working closely with the [Tempo Operations Management](#) team over the past two years as we have developed the Tempo Operations Logbook for implementation at our manufacturing plants. The team's commitment, dedication and professionalism have impressed me immensely."

Operations manager, ENEOS

How to select a solution

Three must-have criteria when digitizing field operations...

1 Ease of use

More than half of frontline workers in manufacturing, energy and transportation say they had to pick up digital tools on-the-fly with no formal training. Ease of use and familiar interfaces are essential.

2 Mobility

In industrial settings, mobility is non-negotiable: 60% of workers are mobile. These workers are often failed by legacy software and poor mobile experiences: six in ten mobile workers say they cannot do their job at least once a month due to problems with their mobile and apps.

3 Cognitive load

Field workers often need to memorize vast amounts of information and juggle between multiple applications to do their job, causing stress, fatigue and lower performance. Choose unified solutions over disconnected ones.

46%-48%

The share of field workers in energy and manufacturing who cite "Better tech to do my job" as a major way to be less stressed at work.

Five signs your solution will create more problems than it will solve

1. Limited or no mobile application
2. Lack of configurability and difficulty to achieve custom workflows and information-sharing
3. Siloed point solutions, including different systems for operations and HSE
4. Coding or vendor engagement needed to maintain or extend the application
5. Inability to connect important maintenance, process and real-time data (from data historians, EAM software, PLC and SCADA systems, the CMMS and the DCS)

Ready to digitize your operations?

Trusted by industrial organizations worldwide, Tempo Operations Management (formerly j5 Operations Management Solutions) offers a unique, straightforward approach to digitize your important shift, operator round, personnel, safety, maintenance and process information and make it visible to users across the organization. It is easy-to-use and configure to your needs, offering quick time to value.

Start your digital operations journey

Contact us