



# Unleash The Potential Of Your People

Tom Hughes, Zaptic



## Tom Hughes

WCM/TPM/IWS Lead at Zaptic

Passionate about people and about making the work of frontline workers simpler and more connected.

Expert in the P&G integrated work system, TPM, Lean and continuous improvement methodologies.



## 41 Years

of professional experience across multiple FMCG companies including:



## 17 Jobs

Including Senior Director in the Global

Business Development “center of excellence” at P&G.

## 7 disciplines

Worked in many areas of product supply, including running large mega factories, Engineering, Quality & Product Development.

## 4 Countries



# What is **today** all about?

**People!** without them we don't have a product

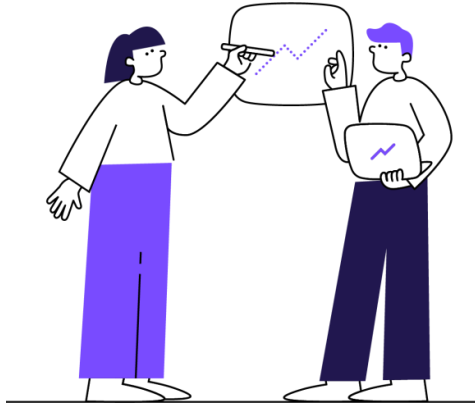
**Leadership approach**, without it you don't have the culture to reach our dream of.....

To Make Future work in Manufacturing **exciting**,  
**Digital** and a **desired** destination job

How to **Connect Your People** & Organisation



# People are the strongest and weakest link in a **\$12 trillion** global manufacturing industry



Workforce inconsistencies cause hundreds of **\$billions** of downtime, quality and safety losses every year. Human error is the cause of:

**23%** unplanned downtime

**68%** of defects

**70%** of safety incidents

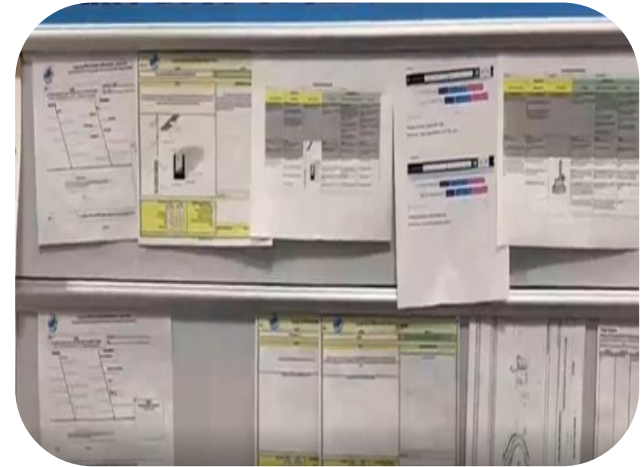
At the same time, **71%** of the value created for manufacturers comes from human knowledge and action, and **72%** of factory tasks are performed by humans.

The information people need to do their daily work has never been **harder to find**

How can you expect to **retain**, **energize** and **unleash** your workers if they are weighted down with paper?

We still rely on **Manual** Processes

We have **Leaders** checking, checking, checking and doing data entry



**Do you want to remain fixed in the past?**

**Will Millennials come to  
work for you if you do?**



# What is a Connected Worker?

A connected worker is any person whose **working life is changing** due to digital and other technologies.

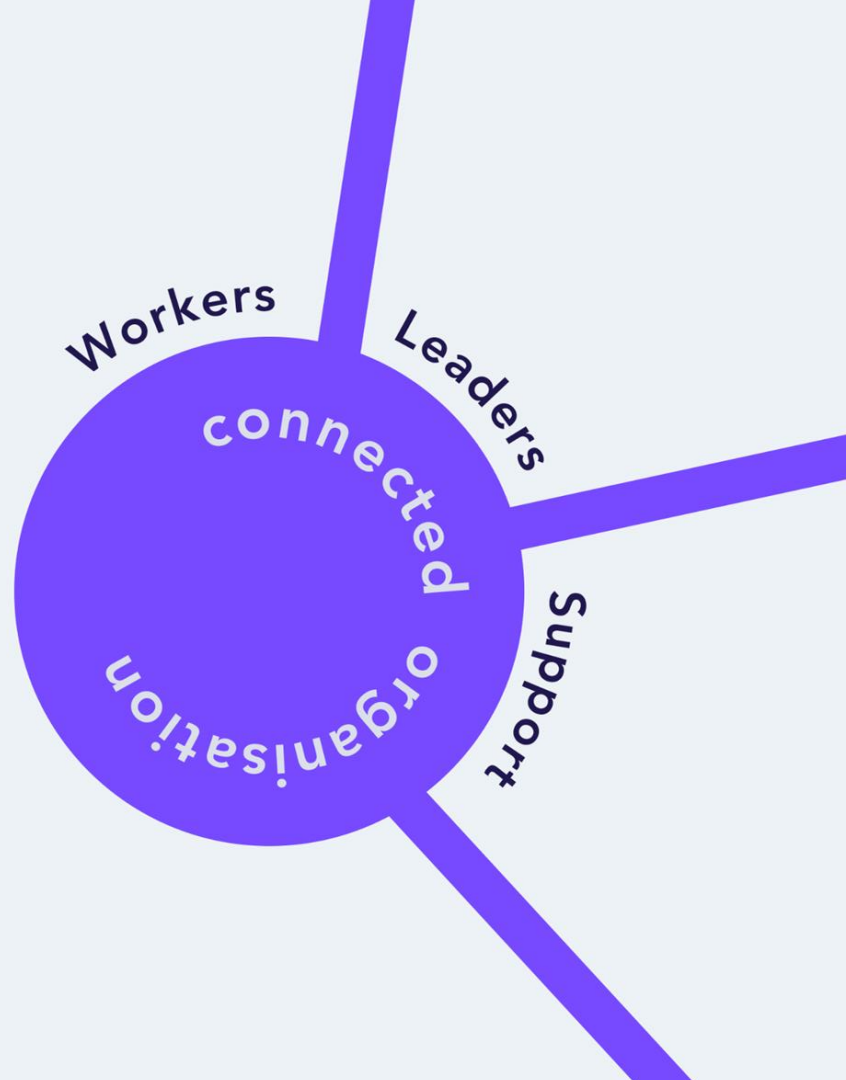
(Deloitte)

The Front Line Worker of today needs a digital solution to provide the **right information** at the **point of use** so they can consume the **right knowledge** at the **right time** to deliver a perfect quality product, on time and on cost.



## Connected Organisation

The **Connected Organisation** is enabled by leveraging knowledge from ALL – the information, communication, and collaboration capabilities in the teams, across the plant, together with critical **support organisations** and **leadership**.



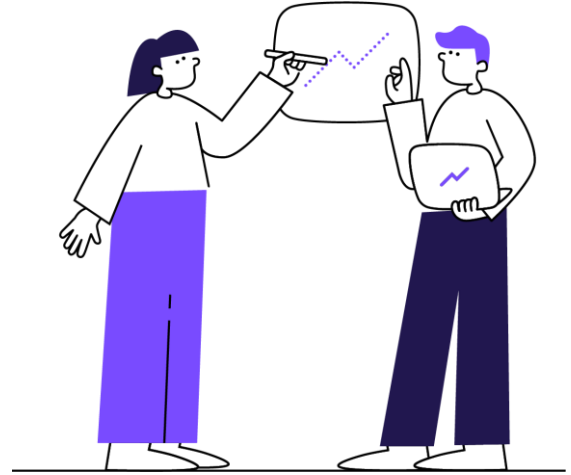


# Connected Support

We must serve the **Front Line Worker** and enable the work.

By leveraging the **information, communication, and collaboration capabilities** with the **Front Line teams**.

Supervision, Quality, Safety, Training, Planning, Warehousing, Maintenance, Materials movements and cleaning support, all play a key part in the **connected organisation** and need to **Serve and Support the Front Line Worker**



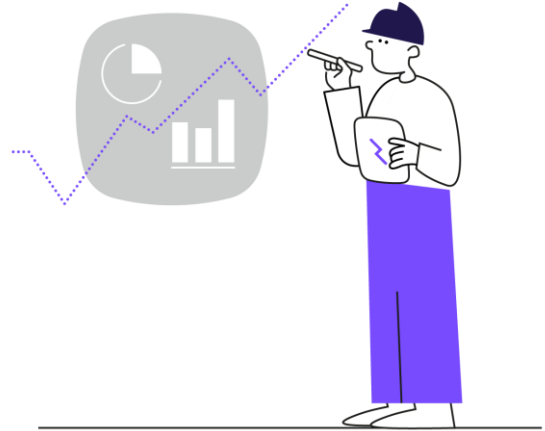
# Connected Leaders

**Connected Leaders** serve and enable their **connected workers** to overcome obstacles, encourage **innovation** and reward **success**.

Create an inspiring vision of the **future**

Create capability in those they **lead**

**Empower** and **enable** people to achieve more than they thought possible through Servant Leadership



# Visualise, Coach and Act

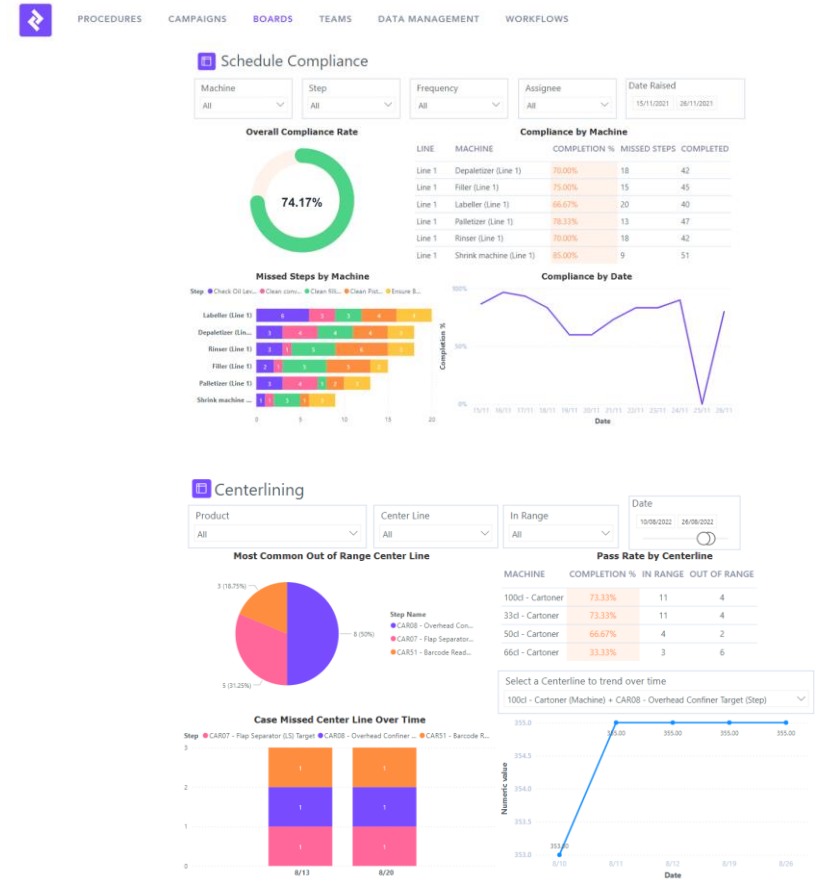
We must provide our **Front Line Workers and Leaders** with understandable and Actionable visual data

Connect the work to the results

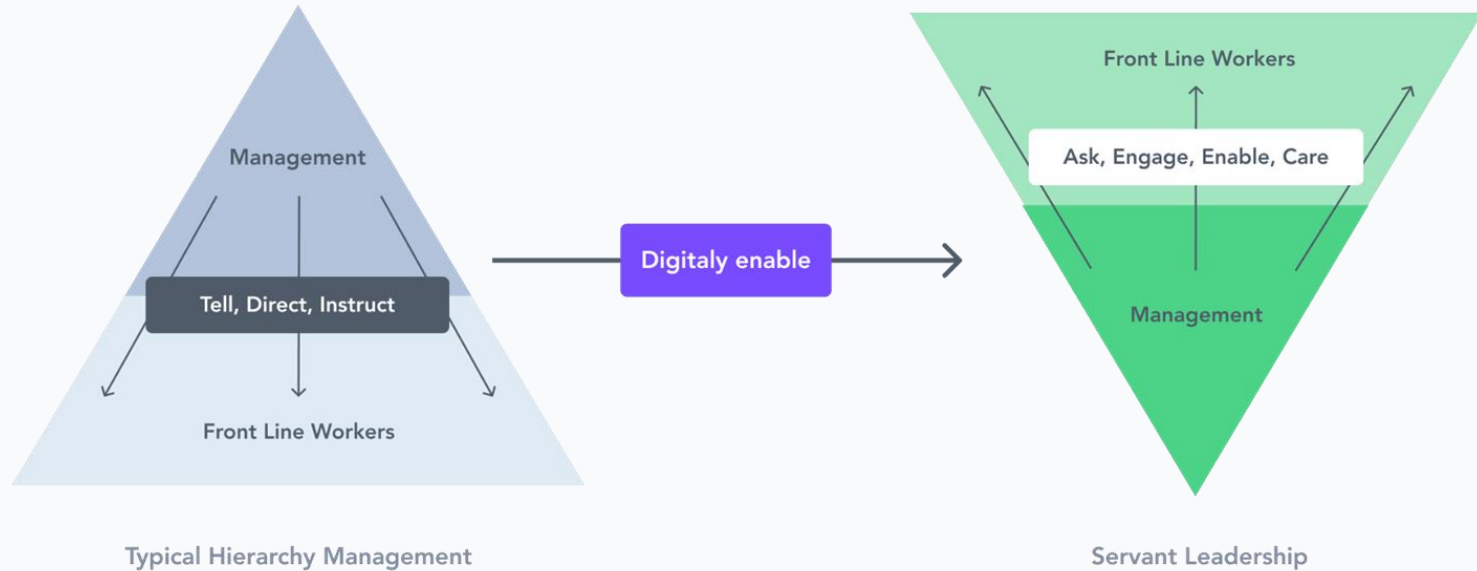
Visualise it

Enable and Drive actions and collaboration

Do this well and you will achieve **Breakthrough Results**



# A Connected Leader is a Servant Leader



# A Connected Worker Platform

Right information, right time, right place,  
created and validated **by those who do the work.**



No code workflows



Task management  
and compliance



Issue management



Knowledge  
management



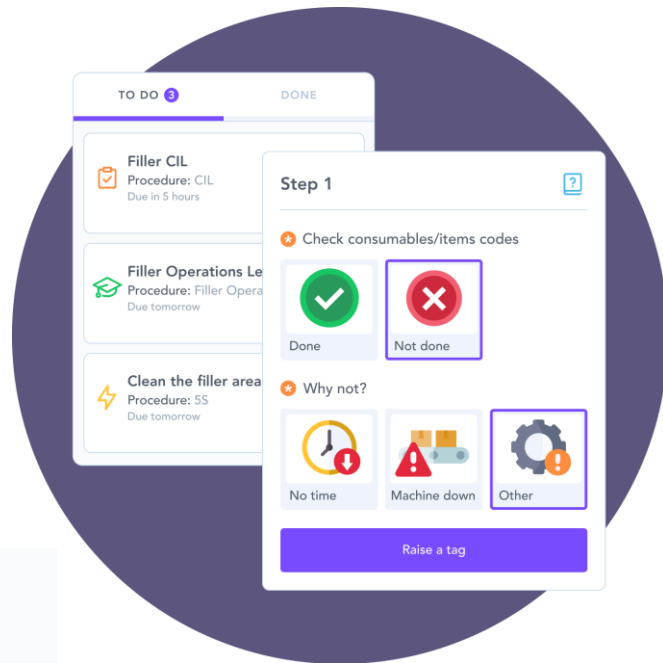
Skill management



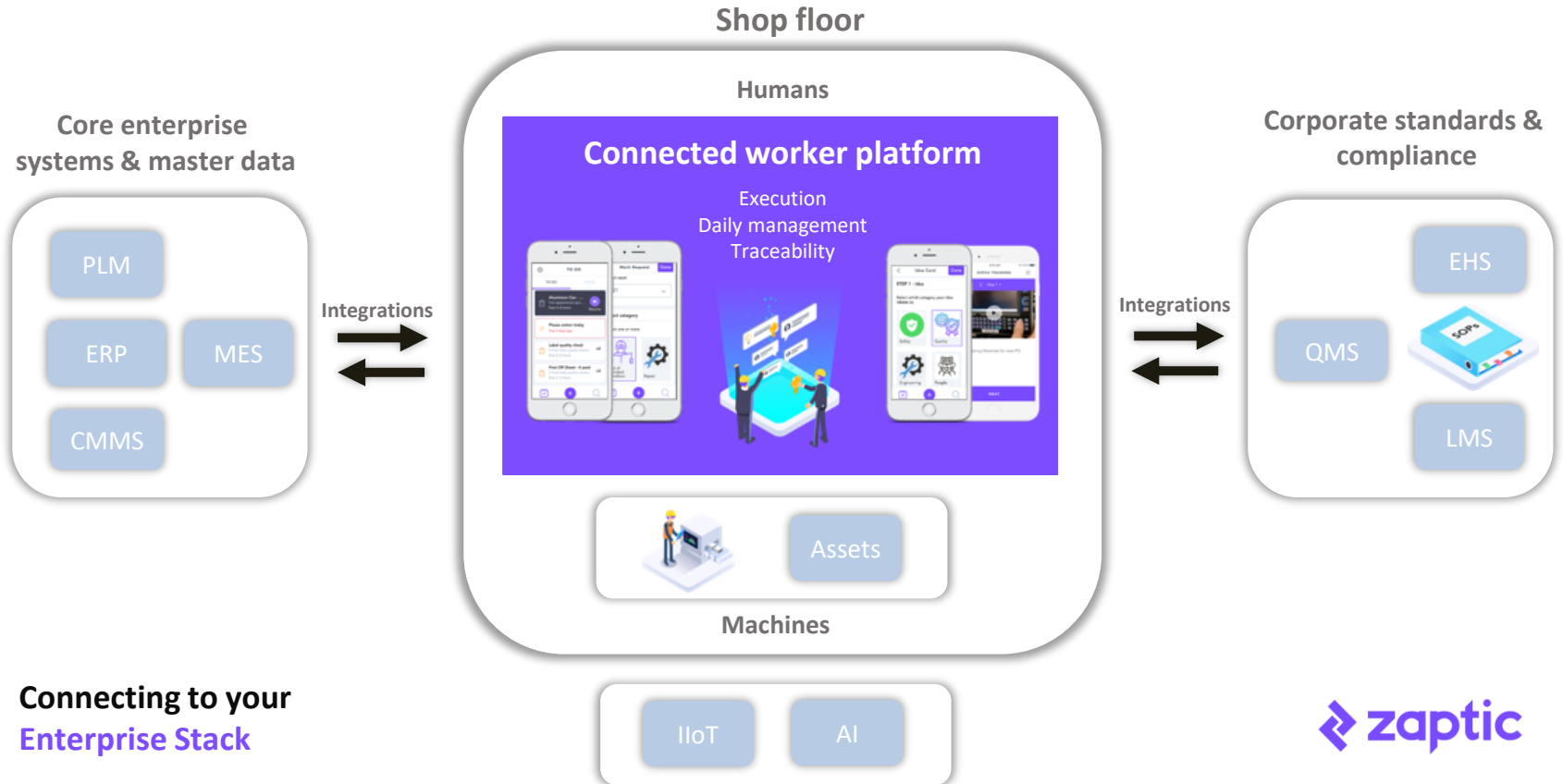
Integrations

## Differentiators

- **Flexibility:** The most advanced no code workflow capability
- **User Simplicity:** Chosen by operators for intuitive UI/UX
- **Interoperability:** Smart workflows via integrations (MES, EAM, PLC data) handle the what, when and how in a single pane of glass for workers



**Connected workers** close the loop / gap between planned and actual process execution





**Digitally Accelerating Carlsberg Excellence**  
A Connected Worker Case Study

# Case Study: Carlsberg

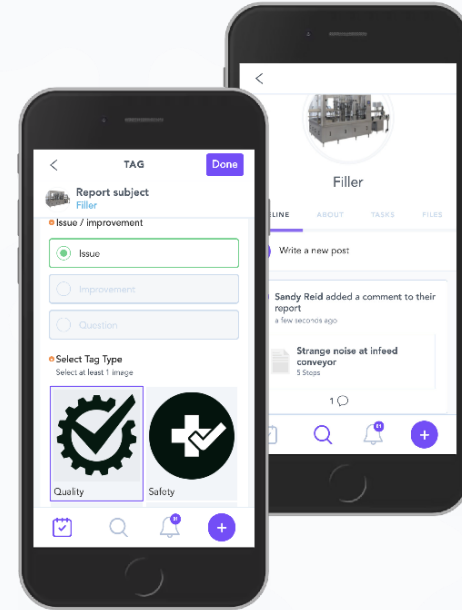


Zaptic enables the operators to do what they need to do and by doing what they need to do, we drive Overall Equipment Effectiveness (OEE) Improvement. Zaptic enables operators to easily highlight unsafe conditions to solve them quickly, eliminating possibilities of accidents.



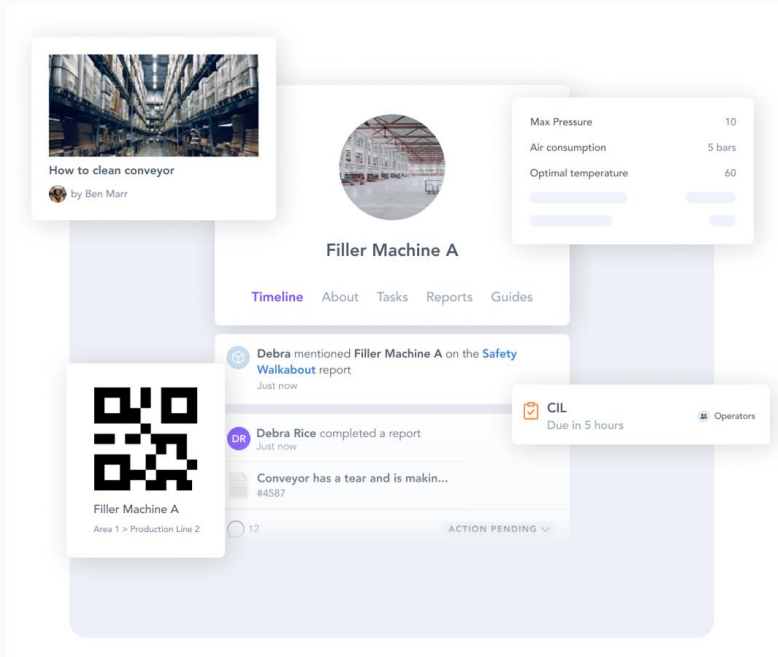
**Carlos Zaramello,**

Senior Director, Continuous Improvement - Carlsberg Excellence

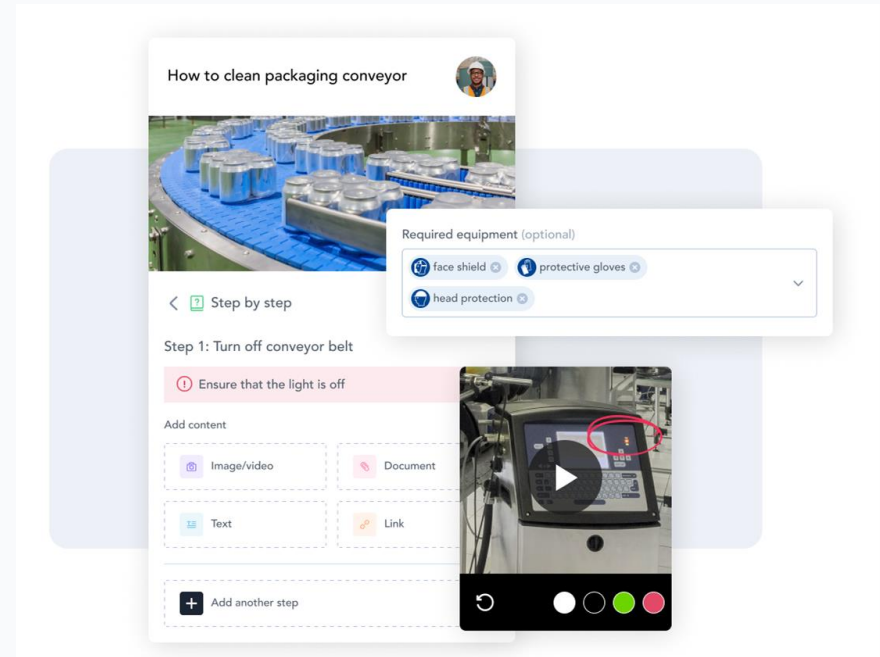




## What does it look like?



Operator autonomy & work instruction



Knowledge and best practice sharing

# The connected worker platform that accelerates transformation results

Since 2015, we've collaborated with world class manufacturers to develop a leading connected worker platform and deployment model which accelerates and secures frontline adoption of continuous improvement work processes at scale.



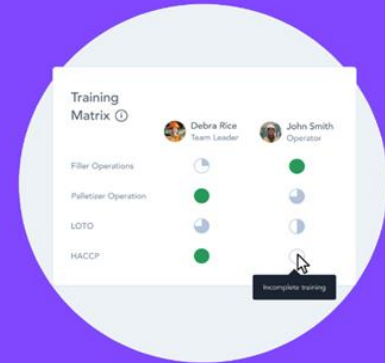
## Digitise and drive adoption of daily work processes

Digitise daily management systems with no code workflows, task and issue management.



## Capture and Curate a Knowledge Base

Access to work instructions, OPLs and historical resolutions.



## Implement Skill Development On the job learning and skill matrices

## 6 Reasons to Invest in **Connected Worker** Technology

1. Create a **high performing & engaged workforce** that deliver amazing results every shift, every day.

**2. Enable** and Accelerate **Digital Transformation** journey.

3. Address and resolve your **People Crisis**.

4. Enable **Operational Excellence & Autonomous Maintenance (AM)**.

5. Establish a new **positive culture** surrounding technology & digitisation.

6. A **fast ROI** on your technology investment.

# Final Thoughts

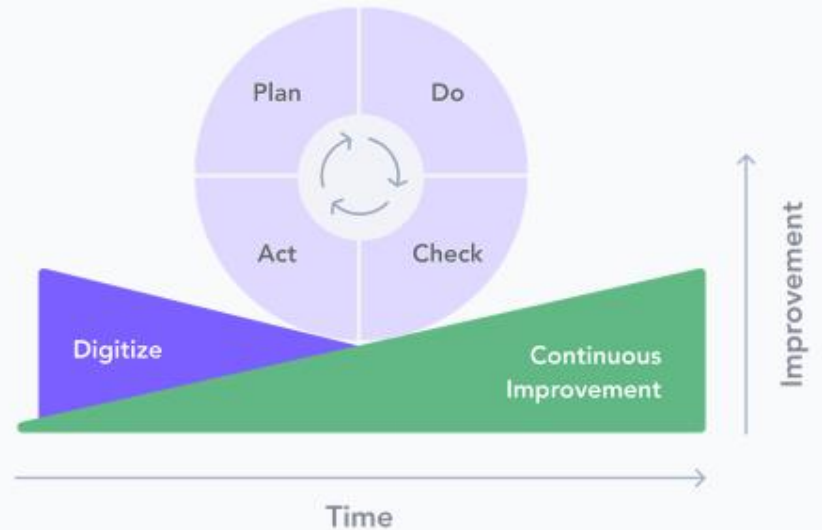
Better Business results

Happier less stressed People

Modern and intuitive approach



Work processes are the foundation  
of Manufacturing stability





For more information, visit our website

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