Digitize Factory Processes to Eliminate Operational Bottlenecks

Upskilling talent and capturing institutional knowledge with digital tools is critical as workers retire and manufacturing positions remain vacant. As plant environments grow in complexity, failure to digitally connect people, processes and technology create inefficiencies in operations, human error, and an inability to drive continuous improvement.

ServiceNow® Manufacturing Connected Workforce empowers your workforce with digital mobile tools and knowledge to adapt, collaborate, and excel in a fast-changing environment. With it, you can improve OEE and scale production while building operational flexibility and resilience.

Ideal Processes to Transform

Day to day tasks

- **Guide:** Execute routine tasks with digital standard operating procedures (SOPs) and knowledge. Easy access to training content on the factory floor.
- **Checklist:** Provide digital checklist for step-by-step guidance. Quickly identify deviations and take corrective actions.
- **Compliance:** All steps are recorded, date- and time-stamped for compliance and root cause investigation.

Incidents, deviations and escalations

- **Automate & assign:** Create a unified incident, request, and escalation intake process to automatically assign ownership and route workflows triggered by IIoT or workers.
- **Prioritize:** Prioritize and escalate events with playbooks and troubleshooting guides.
- **Escalate:** Send parallel notifications to relevant stakeholders based on role and escalate when timely action is not taken.

Collaboration

- **Troubleshoot:** Solve issues independently with access to suggested actions. Knowledge articles are dynamically sorted by effectiveness.
- **Collaborate:** Upload pictures and videos to connect with remote experts for diagnostic help and decision-making.
- **Document and share:** After review and approval, solutions can be scored, documented, and shared.

Insights and continuous improvement

- **Identify:** With all information and feedback captured in ServiceNow, built-in predictive intelligence analyzes trends and uncovers improvement opportunities.
- **Communicate:** New insights are incorporated into checklists and SOPs. Updates are shared with stakeholders across the organization.
- **Share:** Feedback can be shared in real-time with engineers and suppliers to improve products, shop floor activities, and plant performance.

Operational Visibility

- **Report:** In one dashboard, plant leaders have real-time visibility into incidents, requests, and operational KPIs that need attention.
- **Digital map:** Create a comprehensive digital map of manufacturing processes, systems, and dependencies using the ISA-95 standard.