Meeting the COVID-19 Manufacturing Quality Challenge

Presented by John Connelly and Vince Jennings
Housekeeping

Welcome

45-minute webinar (including Q&A)

Follow along at #simcowebinar

Recording and slide deck will be emailed to all attendees

Chat box at left hand side of screen for capturing questions
Speakers

John Connelly
Chief Commercial Officer, SIMCO
john.connelly@simco.com

- Over 35 years of experience in developing and servicing high tech products
- 11 years with SIMCO, including roles as VP of Services and GM of Software
- MS degree in Electrical Engineering, Purdue University
Speakers

Vince Jennings
Vice President, Operations, SIMCO
vince.jennings@simco.com

- Over 25 years of experience in the calibration and repair industry
- 6 years in the US Navy aboard the USS Constellation (CV-64)
- BSBA degree in Business Operations Management
Overview/Agenda

Today we’ll discuss:

- Manufacturing quality challenges introduced by COVID-19
- Best practices we’re seeing and adopting
- Digital agendas getting accelerated
SIMCO Background

SIMCO provides calibration services and quality software to lives-at-stake manufacturers:

- **16** of Top 20 Biomedical Manufacturers
- **14** of Top 20 Aero & Defense Contractors
- **~3,000** CERDAAC® Software Customers
- **~350** SIMCO Employees
- **21** SIMCO Calibration Laboratories
Common COVID-19 Challenges

• Ensuring health and safety of employees, suppliers, customers
• Sifting through mountains of information and misinformation
• Maintaining a constant and positive flow of communication
• Reacting to uncertainties and changes in supply and demand
• Managing a distributed and possibly depleted workforce
Business Continuity Plan – Expand for Pandemic

- Define risk levels and triggers (coming and going)
- Define operational changes at each level
- Monitor and update as frequently as needed
- Communicate levels and expectations clearly
Best Practices

Categorize Employees

- Categorize employees – essential and non-essential
- Only essential employees at facilities
- Provide them with formal letter for travel

Social Distancing

- Enable and mandate social distancing at work (6+ ft)
- Stagger days, shifts, and breaks as needed
- Prohibit employee gatherings for any reason
Best Practices (continued)

**Employee Health**
- Provide and mandate personal protective equipment (PPE)
- Track specific reasons for employee absences
- Check employees for fever or other symptoms before entry
- If COVID positive, require quarantine and test prior to return

**Workplace Hygiene**
- Prohibit handshakes and all physical contact
- Continually reinforce proper hygiene – hands, face, sneezes
- Establish rigorous workplace cleaning schedule / procedures, including facilities, vehicles and shared equipment
Best Practices (continued)

Remote Employees

- Empower with remote productivity tools – video conferencing, screen sharing, messaging, document sharing, etc.
- Guard against new security and privacy risks with new tools
- Opportunity: reconsider permanent work-from-home policies

Employee Communication

- Overcommunicate, avoid speculation, calm fears, be hopeful
- A defining moment to demonstrate employee appreciation
- For essential workers, emphasize duty to community, country
Best Practices (continued)

Other

• Use factory shutdowns to get ahead of equipment calibration, maintenance, repairs, upgrades, etc.

• Anticipate greater uncertainty and delay in supply chain (PPE, health, and cleaning supplies require special attention)

• Over-communicate about your company’s status and plans – personally connect with critical suppliers and customers

• Accelerate your digital agenda to streamline processes, improve quality and empower remote workers...
“Never let a good crisis go to waste”

Winston Churchill
Opportunity out of Crisis

Visionary manufacturing, operations, and quality executives are:

Serving country and community with essential products and services

Digitalizing critical manufacturing quality processes

Embracing and redefining employee work-from-home policies

Taking advantage of downtime to deep clean, organize, lean out
Many Digital Advantages

• Better quality data
• Faster, leaner processes
• More consistent quality
• Easier auditing
• Increased accountability
• Improve decision making
New Digital Urgency

Need to Evolve Manual Processes
• Stay-at-home orders broke paper-based processes and wet signature approvals

Need to Replace In-Person Activities
• Social distancing and travel restrictions forced the move to virtual interactions

Need to Define and Deploy Quickly
• COVID-19 demanded rapid definition and deployment of enterprise-wide processes
3 Phases of Digital Transformation

**Digitization**
Conversion (Data)

**Digitalization**
Adaptation (Process)

**Transformation**
Creation (Operations/Business)
Creating New Processes with Digital Technology

• **Virtual Audits** – scheduling and managing remote audits
• **Employee Health** – daily tracking of essential employee health checks
• **Health Supplies** – tracking and ordering PPE, health, and cleaning supplies
• **Deep Cleaning** – scheduling workspace, vehicle, and equipment cleaning
• **Supplier Readiness** – weekly tracking of critical supplier readiness
• **Others?** Please share via chat window
Improving Existing Processes with Digital Technology

Eliminating Paper

- Reviewing and approving paper certificates from suppliers
- Documenting changes to equipment status
- Assessing the impact of non-conformances

Communicating Service Requirements

For Example:
- Changing locations – onsite to pickup & delivery, or vice versa
- Changing personnel requirements (i.e., must wear PPE)
- Changing service requirements (i.e., new cleaning protocols)
Improving Existing Processes with Digital Technology

**Sharing Equipment**
- Gaining enterprise-wide visibility of equipment and its usage
- Creates sharing opportunities, thus reducing new purchases
- Especially valuable in times of downsizing and consolidation

**Coordinating Schedules**
- Coordinating service schedules (i.e., calibration and preventive maintenance) to minimize downtime for essential operations or to take advantage of downtime for non-essential operations
Consolidating Systems

Consolidate software for lower cost, easier audits, and better coordination. CERDAAC® platform is being used to digitally transform:

- Calibration
- Preventive Maintenance
- Work Requests
- Asset Tracking
- Inventory Management
- Parts Management
- Tool Crib Management
- Non-Conformance Analysis
- Equipment Enrollment
- Validation Management
- Employee Training & Certifications
- Production Testing
- Use Trace
- Partner Management
- Audit Scheduling & Management
- Review / Approve Vendor Work
- Facility Certifications
- EH&S Task Compliance
- Equipment Downtime Tracking
- Radiation Exposure Tracking
Key Takeaways

COVID-19 has created major new manufacturing quality challenges

These challenges aren’t going away anytime soon

There are opportunities amidst the crisis

Visionary leaders are accelerating digital agendas to drive better quality, lower cost and safer practices in a post-pandemic world
Q&A
Visit [www.simco.com/covid-19-resources/](www.simco.com/covid-19-resources/) for more information and download our [Digital Strategies Ebook](#)
Thank you for attending!