



WEBINAR

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

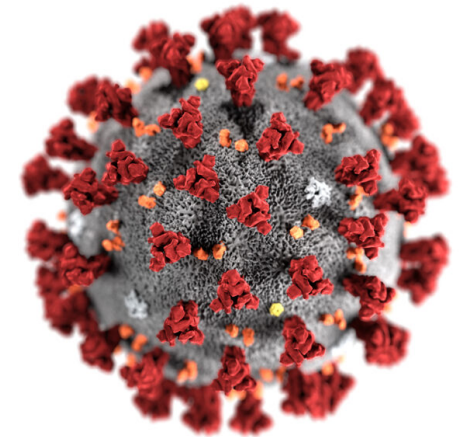
vince.jennings@simco.com

- 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

SIMCO Silicon Valley Headquarters

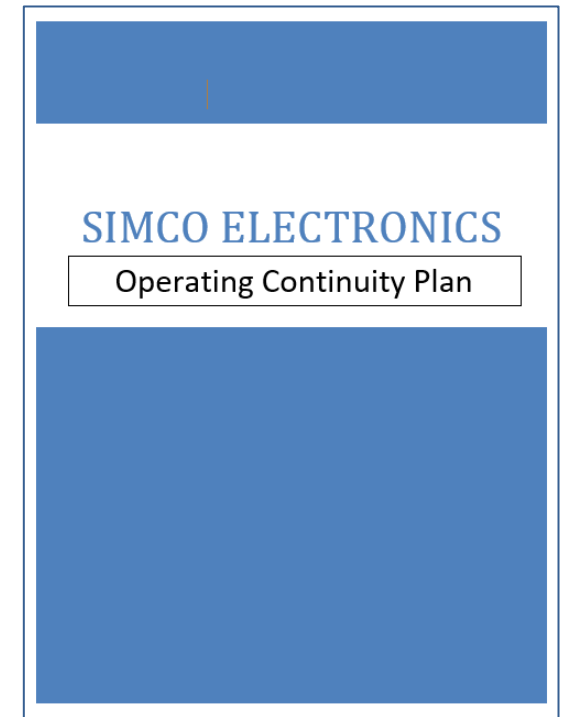


Common COVID-19 Challenges

- 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

Resources

Visit www.simco.com/covid-19-resources/ for more information and
download our [Digital Strategies Ebook](#)

Thank you for attending!