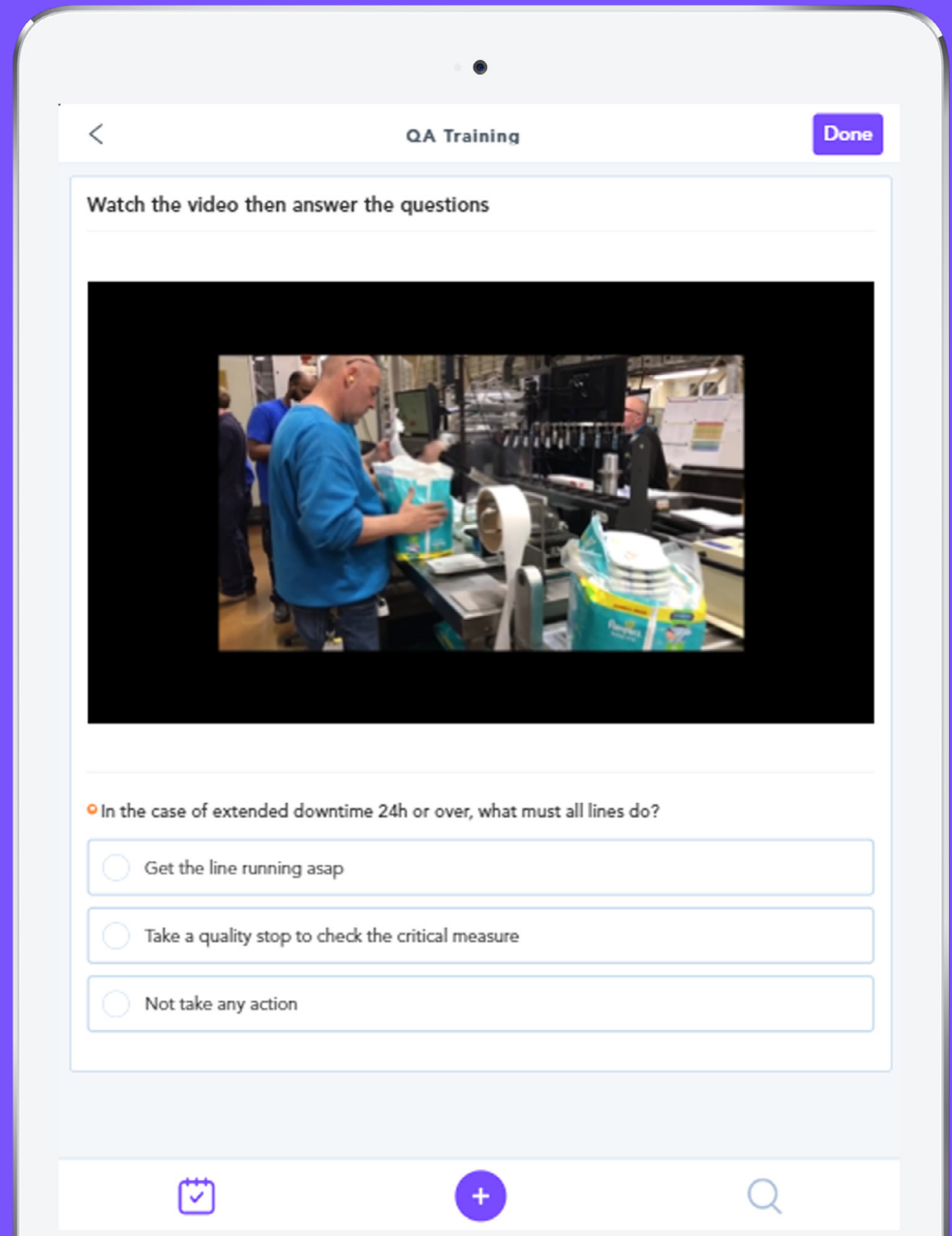


# Connecting P&G's Manchester Factory Workforce

P&G's success story with on the  
job learning and **paperless daily  
management**

↔ zaptic | P&G





# Can you imagine **a world without nappies?**

P&G's Manchester factory produces Pampers Baby Wipes, Taped Diapers and Pants for the **whole of the UK and beyond.**

# The Challenge

## Gaps and variability in standards

With a high rate of new product development in the baby care market, the workforce at P&G's pampers factory in Manchester has to regularly adapt to new quality, safety and asset care processes.

Before Zaptic (and Coronavirus) the training, execution and measurement of procedures on the shop floor was **heavily reliant on paper, spreadsheets and tribal knowledge**. This naturally led to gaps and variability in standards, which in turn was a cause for downtime and rejected product.



# The Solution

## Going paperless

In 2018, P&G Manchester chose to use Zaptic's connected worker platform with a vision to:

- 1 Modernise training delivery** with an on-the-job mobile experience for the workforce.
- 2 Capture troubleshooting knowledge** and make it **easily available** to all operators on the shop floor.
- 3 Transition to a paperless operation** to improve communication flow and speed up problem solving of quality and safety issues.





# The Journey



# Step 1

## Gaining Proof of Concept

### Goal statement:

**"The aim is to develop a system which modernises the current training (SOP's), procedures and troubleshooting guides..** the pairing of an interested user with a clear and efficient system containing all necessary information, should show a progressively efficient method of training and troubleshooting.  
As a result, stoppage time and rejected product should be mitigated, due to the correct execution of procedures and troubleshooting."

**Gary Wightman**  
Plant Manager

“Modernise the current training (SOP's), procedure and troubleshooting guides(...) for a progressively efficient method of training and troubleshooting.”



**Pilot deployment**  
in 2 weeks

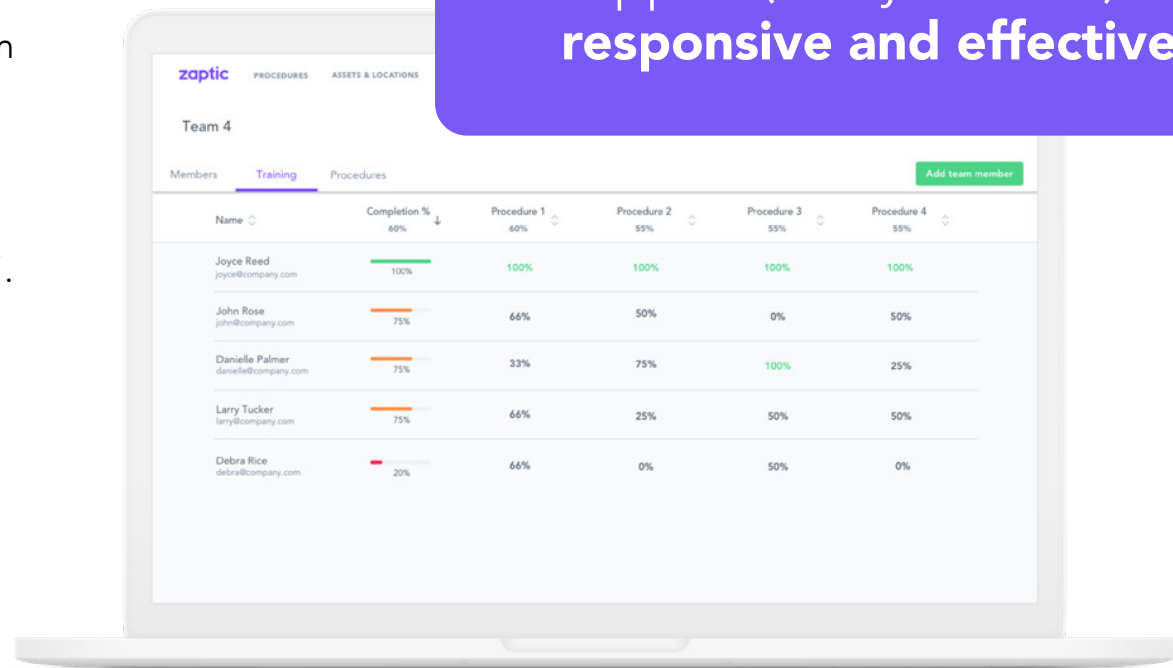


**Proof of concept**  
achieved in 3 months

“Organisations and teams can be built from email addresses and whole organizations can be set up with relative ease. I received my training to use Zaptic from the Zaptic team remotely and their technical support (rarely needed) is responsive and effective”.

**Gary Manchester**  
**Engineering Manager**

“ (...) Zaptic ('s) technical support (rarely needed) is **responsive and effective.** ”



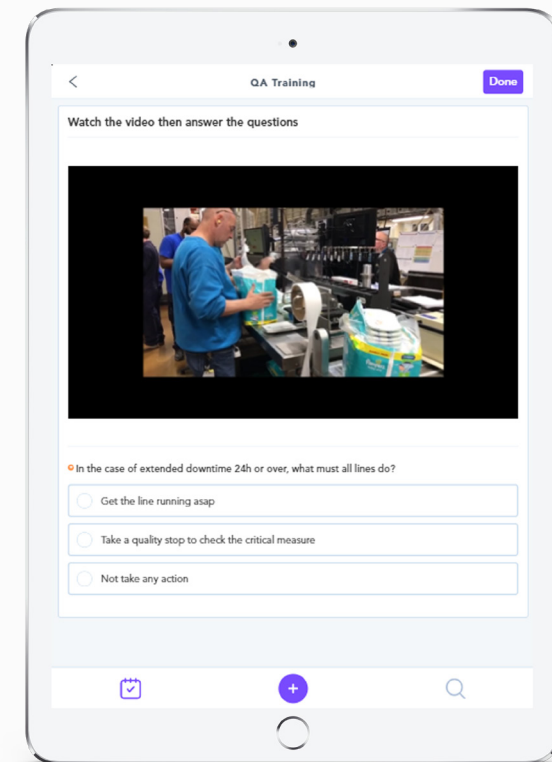
# Step 2

## Phase roll out

### 1 Paperless SOPs & Mobile learning

Prior to using Zaptic, SOPs were not engaging for the workforce. The content was easily forgotten or ignored. For the subject matter experts responsible for creating and maintaining up to date SOPs, the process was also overly time consuming. For team leads and department heads, it was difficult to keep track of who had completed the SOPs and too much time and effort was invested in chasing up team members to complete the training.

SOP owners use Zaptic's no code platform to create **interactive, multimedia mobile training modules** which are published to the app and scheduled for completion by the relevant teams. Metrics on individual and team completion are automated, helping managers to close missing qualifications.





“ Analytics within Zaptic can be used to give real time data on overall qualification completion, a snapshot of individual departments and individual qualification status and ongoing needs. ”

**Gary Manchester**  
Engineering Manager

## Results

70%

**70% faster**  
for SME's to create SOPs in Zaptic



**SOPs made interactive and visual**  
with multi media content, and specific  
to the role of the employee

100%

**Faster time to achieve**  
**100% SOP** training compliance.

Before

MANCHESTER BABYCARE SOP

SOP PAP

Version

Page 4 of 7

064

16

SUBJECT: Pampers Production Line DP Changeover Procedure

Effective Date: 1+ June 2018

14. Refer to QJA 057 (Scanning onto the line) for detailed instructions.

15. It is imperative that this scan is carried out correctly for every bundle/pallet. This provides the confirmation that the material is correct for the running process order and ensures material traceability.

16. For materials that are prepped and moved to point of use by the 3PL, prep work operator, they may carry out the scanning if they are appropriately trained. The Line Technician retains the responsibility for ensuring the process is happening effectively by monitoring the data integrity of the PL location during the shift.

17. For case transfer materials supplied to the line without RTGIS labels, the 3PL Line Supply Operator is responsible for scanning the material to the line per the process detailed in the previous section.

Preparation for material changeovers

18. This 3PL Line Supply Operator will use their authorized view of the Daily Supply Plan as a guide for which

Skill :	ALL
Skill Priority :	ALL
Employee Status :	Active
As of Date :	04/SEP/2018
Total % Completion :	88.38

Name	BRAY, WARREN RICHARD	DAVIES, GLENN CHARLES	HA
Email	bray.w@pg.com	davies.g@pg.com	Man
Community	Manchester	Manchester	Man
Organization(s)	THO QUALITY 1 - QUALITY 1	THO QUALITY 1	THO QUALITY 1
Procedure	THO QUALITY 1 - QUALITY 1	THO QUALITY 1	THO QUALITY 1

Skill Block	Skills	Priority	Exp/Exp/Exp	% Completion	% Completion	% Completion	%
Overall Completion				88.38	88.38	88.38	88.38
QA Advanced Quality Lab	Can lead a Quality Incident Investigation	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 083 - Pest control	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 013 - Material reject system	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 060 - Babycare OPL System	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 072 - B.O.P. System	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 032 - Handling and archiving	Never Expires	88.38	88.38	88.38	88.38	88.38
QA Basic Quality Lab	PAP 000 - P&G Process Improvement	Never Expires	88.38	88.38	88.38	88.38	88.38

All skills assigned to individual

% completion of skill by users

% completion by user of skills assigned to them

After

zaptic

PROCEDURES ASSETS & LOCATIONS TEAMS ANALYTICS

68

Team 4

Members Training Procedures

Add team member

Completion %	Procedure 1	Procedure 2	Procedure 3	Procedure 4
100%	100%	100%	100%	100%
75%	66%	50%	0%	50%
75%	33%	75%	100%	25%
75%	66%	25%	50%	50%
20%	66%	0%	50%	0%

SOP64 TRAINING

Step 1

Ordering Materials for next PO

NEXT

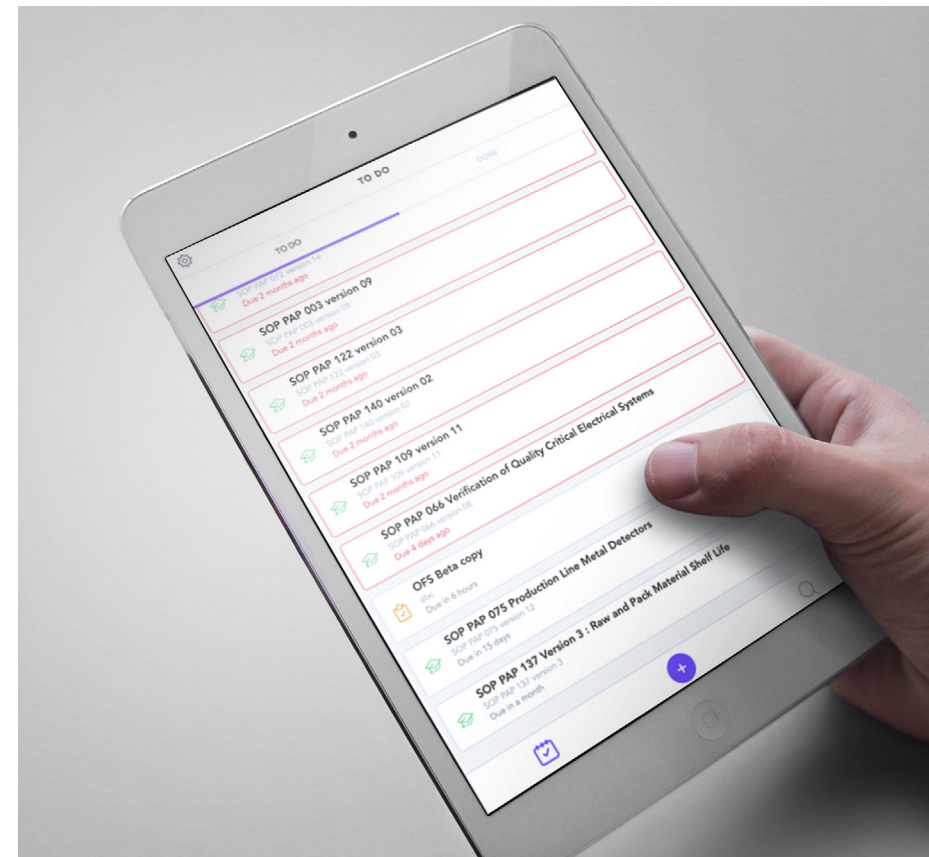
## 2

## Mobile safety & quality reporting

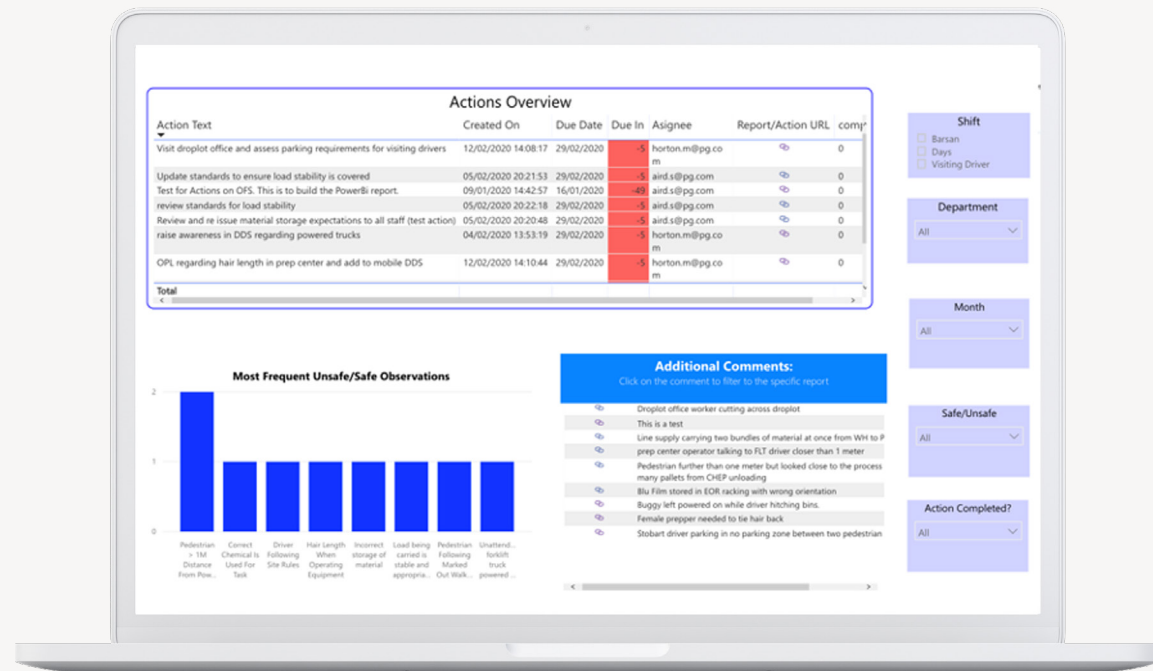
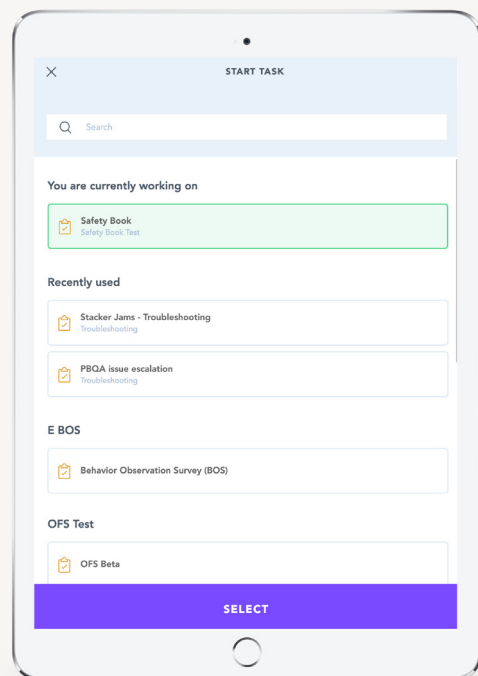
Prior to Zaptic, when employees identified a quality observation or health and safety issue, they'd have to remember to go back to a desktop to record the event, or log the issue in a paper book.

The health and safety department responsible for processing HSE events were maintaining multiple databases as well as spreadsheets to monitor these issues and the actions assigned for their resolution. This was time consuming and the degree of manual analytics involved to track safety indicators could lead to a lack of confidence in the accuracy of the data.

**Several safety and quality reporting workflows were configured in Zaptic**, providing a single point of data entry for workers to capture quality and HSE events on the shop floor where and when they are found.



Analytics reporting is automated for managers, saving time and improving risk control with leading indicators. **Actions are automatically assigned to resolve issues and discussion can take place in the app alongside the issue to aid the corrective action.** Adherence to routine safety and quality checks has also increased due to a simple user experience combined with Zaptic's scheduling and alert features.



## 3

## Interactive troubleshooting guides

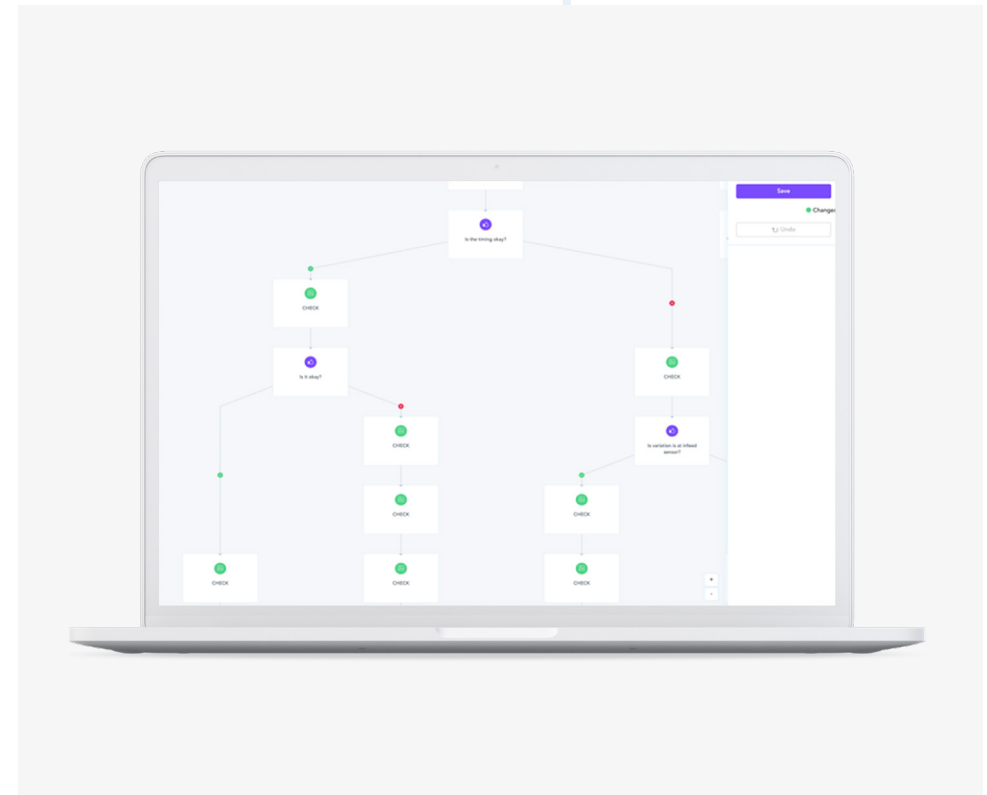
Before Zaptic, subject matter experts tried sharing their troubleshooting knowledge in excel files or powerpoint presentations.

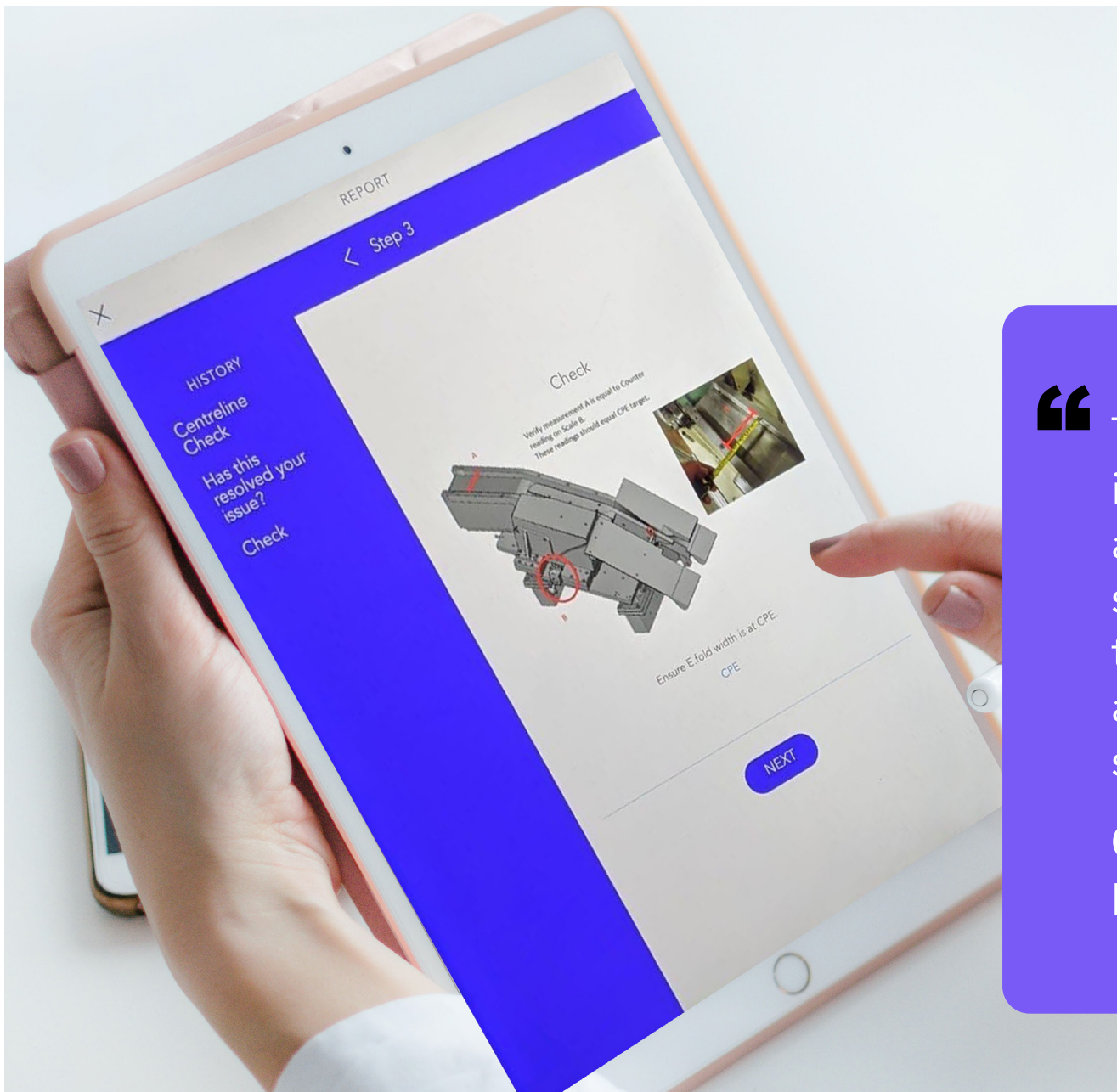
These were difficult to follow and just as difficult to find for busy operators at the lines.

As a result, experts would often receive late night calls outside of work hours, or production would stop until the next time someone who knew how to fix the issue was on shift.

Zaptic's process flow authoring tool enables subject matter experts to create **step by step guides with conditional logic and decision trees** according to what the operators may see in front of them at the point of use.

They can then publish these to the mobile app and be pulled up by operators by searching or scanning QR codes at the lines.





“ Troubleshooting information can be accessed with just a swipe of a tablet to the point of use on a specific area and specific production line ”

**Gary Manchester**  
Engineering Manager

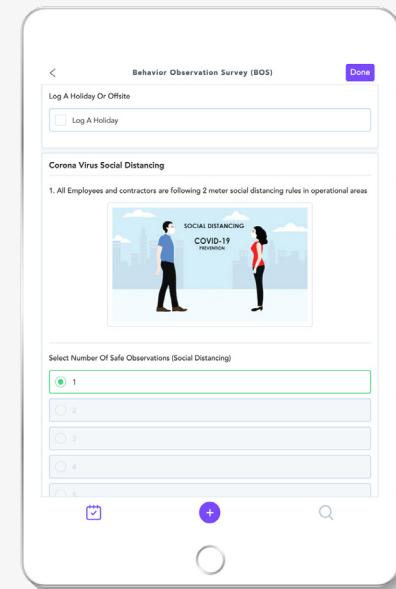


## 4 Connectivity and continuity during the Covid-19 crisis

As an essential manufacturer, the Manchester factory had to ramp up production by 40% to meet the surge in demand coming from supermarkets. This was at a time when absenteeism peaked at 20% (typical absenteeism is less than 1%) and the site was adjusting to new hygiene and distancing measures to create a Covid safe workplace.

“The range of digital tools we have put in place, from **automation to video conferencing as well as Zaptic for digital procedures**, have provided a key source of data to avoid losses and communication misses when people are physically not together for long periods. We’ve seen a huge increase in virtual collaboration to ensure smooth flow of information and priorities”

**Gary Wightman**  
Plant Manager



The disruption to skill sets on shift caused by absenteeism was also minimised as a result of the paperless SOP management and troubleshooting guides available to upskill workers in Zaptic.



“

Because we already used Zaptic to create the training, verify and assign to the relevant people remotely, we've been able to continue tracking and managing

”

**Gary Manchester**  
Engineering Manager