Voice of the OPERATOR

MCA CONNECT

Stop wondering. Start asking.

What is the root cause of those production delays or product defects? Every manufacturing executive seeks to understand where problems originate and how they can be fixed. If you analyze the data from your ERP system, you may come to one conclusion. If you ask the operators on the shop floor, they may tell a different story. How can you combine the quantitative data from your system, and the qualitative data from your people at a level that scales?

Supplementing the Gemba Walk

An established practice in lean manufacturing is the Gemba walk, where management observes the work being performed and asks questions to learn how processes could be improved. But, with factories overseas and with limited time available, Gemba walks are typically infrequently scheduled.

The Voice of the Operator supplements the Gemba walk by regularly soliciting input from the shop floor workers and integrating it with information from Dynamics 365 for Finance and Operations ERP system.

Leadership can then rationalize the data for better decisions.

- Maybe the second shift doesn't need more training, maybe they're just being left with the more difficult jobs.
- Maybe the changeover between production runs is taking too long because the raw materials aren't easily accessible.
- Maybe the operator knows how a piece of equipment or product was damaged that isn't easily understood by just looking at the raw ERP system data.

Humans know things that machines can't tell you. Incorporating the Voice of the Operator with your ERP system provides the best of both worlds.

HUMAN KNOWLEDGE + ERP DATA =
IMPROVED INSIGHT AND BETTER DECISIONS

Benefits

Enhances employee morale
Shop floor workers feel like their voice counts.

Improves insight
Leads to better decision making

Scalable and cost effective
Operator insight is incorporated seamlessly into the Dynamics 365 Finance and Operations ERP system, giving you even better return on your technology investment.

Comment Cloud

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