



FreePoint[™]
Technologies Inc.

Tips for Using Downtime Codes & Gaining Buy-in

EXPERT INSIGHTS

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INTRODUCTION

As the founder of FreePoint Technologies, I have gathered various insights into the challenges manufacturers face while navigating the world of machine monitoring.

The following notes are some helpful tips, reporting examples, and best practices learned from other ShiftWorx users:

- Using Multiple Views on a Single Display
- Reading Notes For Downtime Code Entries
- Using Colors in Reason Code Reports
- Encouraging Entry of Reason Codes



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Multiple Views on a Single Display

Tip #1

To be able to rapidly switch from one view to another, many customers choose to open multiple instances of ShiftWorx - with WatchLive set up to show a group of machines in the area of interest, and Narrative showing specific machines of interest.

The example below shows that 2 instances of ShiftWorx are running (see browser tabs circled on the top left), with the WatchLive instance in view. This is the view that would be typically on the floor for everyone in that area to see.

Operator Narrative - Live HMI *WatchLive - ShiftWorx*

Machine 18 (County) ON/OFF 0/M Today's Total 0 Yesterday 2 DAILY GOAL 24000

Machine 20 (County) ON/OFF 0/M Today's Total 33696 Yesterday 38309 DAILY GOAL 27000

Machine 22 (County) ON/OFF 0/M Today's Total 0 Yesterday 0 DAILY GOAL 27000

Machine 24 (County) ON/OFF 0/M Today's Total 1 Yesterday 35609 DAILY GOAL 40000

Machine 26 (County) ON/OFF 0/M Today's Total 0 Yesterday 0 DAILY GOAL 27000

Machine 20 (County) ON/OFF 0/M Today's Total 33696 Yesterday 38309 DAILY GOAL 27000

Machine 24 (County) ON/OFF 0/M Today's Total 0 Yesterday 32018 DAILY GOAL 27000

Machine 24 (County) ON/OFF 0/M Today's Total 0 Yesterday 32018 DAILY GOAL 27000

123% Downtime Expired

24.5% Downtime Expired

WatchLive View

Narrative View

In the WatchLive View screen shot above, only 2 of the 5 machines are active this particular day. If a supervisor or manager wants to get a quick view of downtime reasons for these two machines, it can be achieved by clicking on the second ShiftWorx instance on the browser bar. In the Narrative View, the second instance of ShiftWorx is set to the Narrative module showing activity of machines 20 and 24.

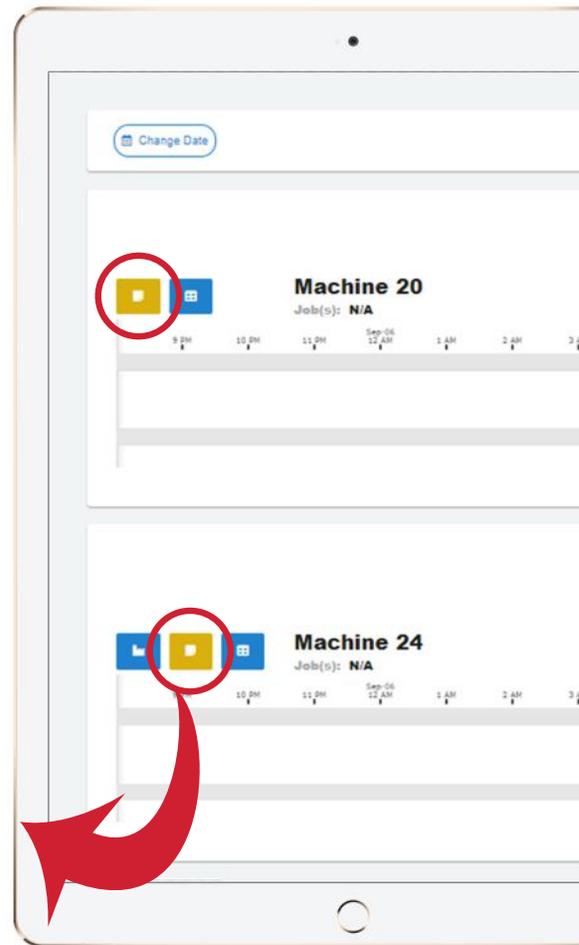
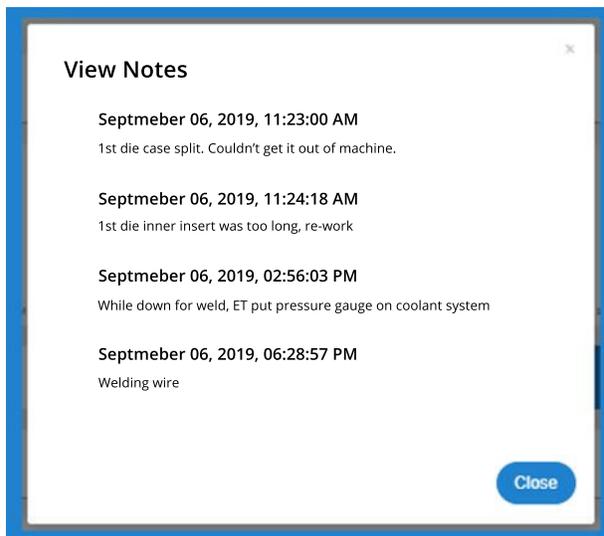
Having 2 instances running eliminates the need to go back to Dashboard to change between the WatchLive view and the Narrative view.

Reading Downtime Code Entry Notes

Tip #2

On the screen to the right (Narrative), the small “notes” icon (circled in red) beside the machine name is amber, indicating at least one downtime period has a note added to it by the operator or maintenance person. Clicking on the “notes” icon will open up a window that displays all the notes added recently, indicating the time and date the note was added.

Paying attention to these notes by speaking to the operator or maintenance person and mentioning that you’ve read it is important to do, even if you cannot resolve the issue at that time. If operators know the notes are read, they will continue to enter them. If they are not being read, they will likely stop.



Narrative

Using our “Narrative” module, Operators are engaged in the data collection process by empirically identifying all the non-value adding periods (downtime causes), giving management the information they need to make better decisions.

Encouraging The Use of Reason Codes

Tip #4

To encourage Operators to enter reason codes, the Reason Code Report includes a report that shows what percentage of downtime periods have been identified.

Five 'best practices' we have observed to improve reason code usage (and overall engagement) include:

- 1) Posting the pareto chart in a highly visible place weekly
- 2) Promptly comment on or express thanks for any note that was added to the downtime period
- 3) Draw attention to every improvement that the company may have made as a result of the reason code data and operator input
- 4) Post the usage report summary (percentage of downtime entered) in a highly visible place
- 5) Acknowledging or rewarding people or groups with high reporting percentages

	Sun May 5, 2019	Mon May 6, 2019	Tue May 7, 2019	Wed May 8, 2019	Thu May 9, 2019
CNC1	70.56%	98.25%	100.00%	54.20%	54.20%
CNC2	55.24%	54.20%	100.00%	100.00%	100.00%
CNC3	54.20%	100.00%	100.00%	88.54%	98.25%
CNC4	50.00%	70.56%	98.25%	100.00%	89.22%
CNC5	53.23%	96.66%	100.00%	100.00%	100.00%
CNC6	98.25%	100.00%	100.00%	100.00%	100.00%
CNC7	99.00%	54.20%	100.00%	96.66%	53.23%
CNC8	100.00%	100.00%	100.00%	100.00%	98.25%
CNC9	96.66%	100.00%	54.20%	100.00%	70.56%
CNC10	53.23%	98.25%	70.56%	73.10%	100.00%
CNC11	100.00%	96.66%	96.66%	89.22%	96.66%
CNC12	99.00%	100.00%	99.00%	54.20%	100.00%

The image above indicates strong buy-in by the Operators.



Outcomes of Using Reason Codes

Tip #4 Contd.

One customer bought brand new tool-boxes for every station because the number one unexpected downtime reason the previous month was “looking for tools”. Another customer created a revised crane priority procedure when they saw “waiting for crane” had a major effect on their bottleneck operations.

Another customer rewarded their top reporting operators and best suggestions received every month with a \$35 coffee card.

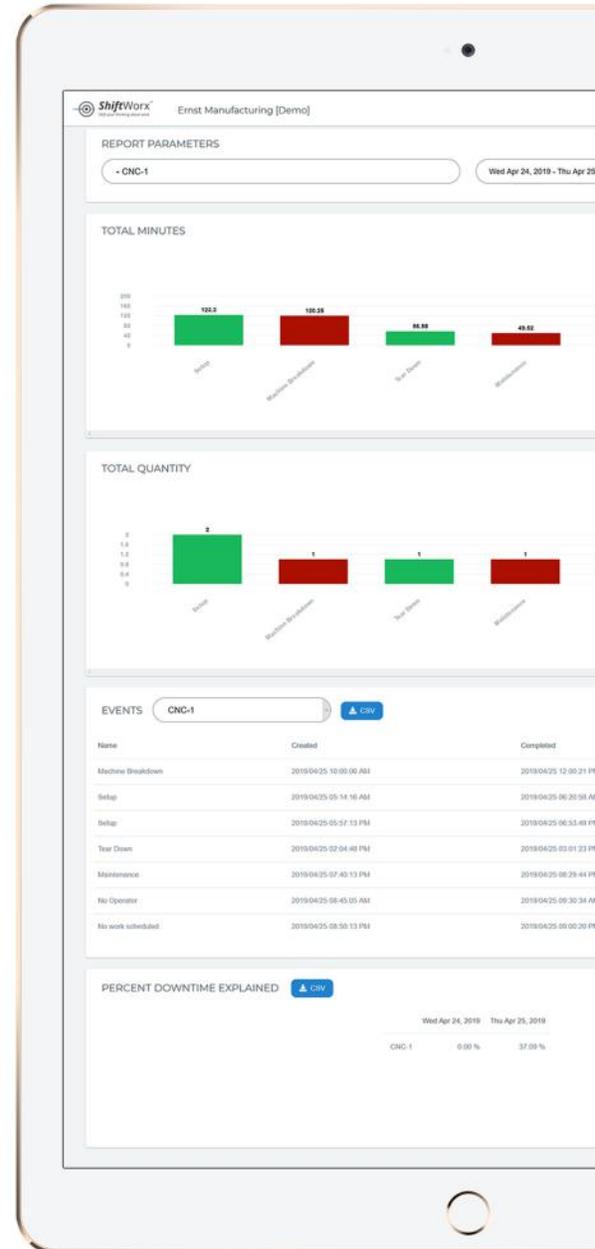
The key is to put the information you collect from your operators and maintenance people into action quickly, and to let everyone know that you did, and why you did; because their input matters.

Interested in an IIoT Solution?

Reach out to us today to speak with an Account Manager.



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