



MANUFACTURING'S NEW NORMAL



GLOBAL BUSINESS RESEARCH

Transferring Knowledge - Driving Innovation

Even before COVID-19, manufacturing had been undergoing an immense digital transformation journey with the rise of Industry 4.0 & Artificial Intelligence. That said, the green agenda and pressure from consumers has proved to be a catalyst in the transition of traditional manufacturing into low carbon and more eco-friendly business models .

At GBR we conducted a short poll with our community members, and further analysed the safety practices of essential businesses that remained fully operational during this crisis.



Despite the differences, there was one common purpose amongst all: To survive the pandemic and to come out better prepared for the 'New Normal'.

Based on the results, GBR recommends:

1

REMOTE WORKING CAPABILITIES

Post COVID-19, digital technologies will be at the core of the New Normal. With access to workplaces limited to essential staff, businesses will and have had to adapt and evolve to complete tasks remotely, using digital tools to communicate and collaborate with colleagues. Handheld cameras and smart glasses can give remote staff a virtual shop-floor presence.

ACTIVE TESTING

If available, manufacturers should carry out active testing, this has proved to be a highly effective way of safe-guarding employees' health & well-being and boosting morale. Amazon has pledged to test all its employees and build its own COVID-19 test facility, and Foxconn, the electronics manufacturer with a huge workforce across Asia, has tested more than 50,000 employees.

2



3

TRAINING & DEVELOPMENT

E-learning systems accelerate the workers' learning process and enable the remote delivery of training or use of AR/VR based technologies to familiarize operators with new tasks or facility layouts. More experienced staff can use these systems to guide shop-floor staff through machine maintenance or troubleshooting.

4

ASSIGNED TEAMS & STAGGERED SHIFTS

Some manufacturers have divided their workers into teams or pods. These are organized for self-contained teams with clearly defined tasks and assigned start and end times for the day. The facility is given a deep clean at the end of each working day.

5

MENTAL WELLBEING

More and more businesses are helping their workforce take care of their mental health. Working closely with their HR counterparts, manufacturing leaders are starting to provide mental-health tools, providing corporate subscriptions to meditation apps etc.

6

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The entry and exit points in a facility are great opportunities to remind all about safety & hygiene protocols. Some facilities have created strict rules regarding PPE, with dedicated rooms for workers to change their clothing at the start and end of their shifts.

7

DIGITAL OPERATIONS

Since COVID-19 took effect, digital collaboration models have become routine as teams work remotely. In the case of some companies, full automation has kept productivity levels high. Manufacturers should continue their digital journeys and use advanced analytics and big data to optimize risk management.

8

DIGITAL TWIN & SIMULATION

Manufacturers should use 3D simulation to render digital twins to validate and adapt the layout, flow, assets, and resources required to produce both efficiently and safely under different scenarios. This will minimize disruption and optimize alternative supply and production capabilities.

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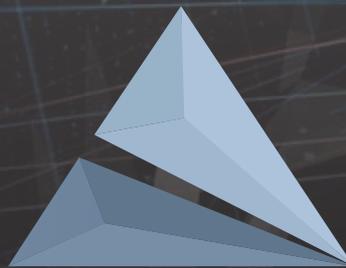
TEMPERATURE TESTING

Some manufacturers are conducting temperature checks for all workers upon entry/exit points into and from the site; stationing employees at the entrances and exits dressed in PPE and equipping them with contactless thermometers.

CONCLUSION

COVID-19 has left its mark on the global manufacturing landscape, forcing companies to adapt their production whilst protecting their workforce.

The coming months will pose continued challenges for manufacturing leaders, but also create the opportunity for them to emerge from this crisis with manufacturing operations that are safer, more productive, and more resilient.



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