

# Digital SOPs

Are they right for your team?

Continuous  
Improvement



Immediate  
Benefits

Sustainable  
Change



ACADiA®

# Digital SOPs can change employee behavior and help you meet your goals

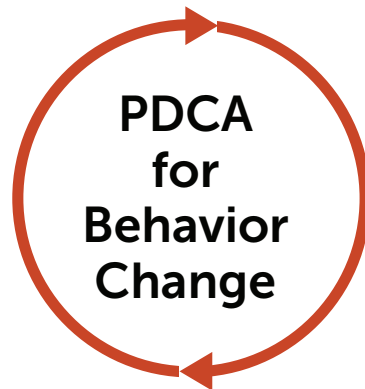
Your most critical business metrics can improve faster when you help each member of your team perform tasks the right way, every time. Regardless of what CI methodology your team prefers, when everyone is working from the same playbook, you'll win.

## 4 ACT

Combine data from employee execution with improved business metrics to understand what efforts to double-down on and what efforts to eliminate.

## 3 CHECK

Based on recurring points of failure and employee feedback, determine what process changes could generate better outcomes.



## 1 PLAN

Identify a performance metric you'd like to improve based on your team's goals. Establish a benchmark\*. Build a plan to hit your objectives.

\*(Audit scores, line yields, quality, etc.)

## 2 DO

Update process documentation, retrain team members, and confirm understanding with training and learning tools.

Combine your operational data with Acadia data on employee performance, deploy changes, and watch in real time as they improve.

# How it works

Here's an example of a common strategy used to train employees, on a new process. You might find it familiar. You'll probably also find the results familiar.



1 Training begins with paper documents or classrooms



2 Shoulder-to-shoulder training distracts and strains tight resources



3 Job aids are limited and tough to access

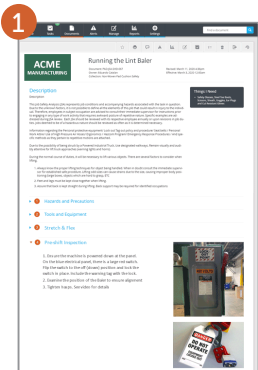


4 Training effectiveness is difficult to gauge

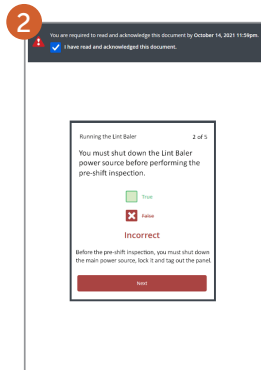


5 Lack of confidence is a major driver of turnover

Acadia eliminates the parts of the process that are difficult to control and quantify. It replaces them with better access to information and employee accountability.



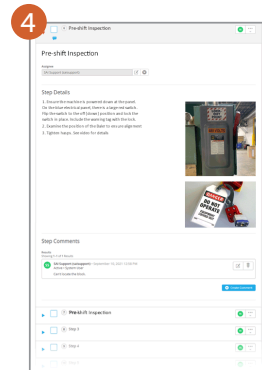
1 Training content is relevant and easy to follow



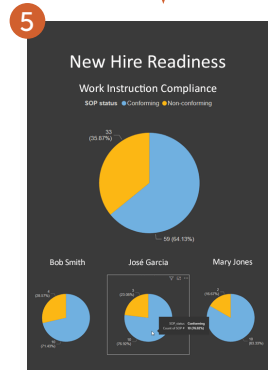
2 Acknowledge reading, confirm comprehension



3 Work instructions & job aids available at the point of use



4 Operator confirms completion of each step of the process



5 Managers understand who needs additional training support

6 Confident, well-trained employees perform better and help to improve the system



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Acadia – drive continuous improvements in process and quality with tools that engage your employees and change their behavior.

# Start small, see faster results – then build on your momentum

**Regardless of methodology – Continuous Improvement, Lean, Six Sigma, Kaizen – companies in every industry are finding success by making incremental, ongoing improvements to processes, products and services.**

While the process may be incremental, the results are anything but.

Manufacturers find a competitive edge through cost savings, product improvements and risk reductions by sharing ideas across all of their locations.

Back office service providers keep customers happy and bring in new ones through superior customer service that spans online, phone and in-person operations.

But all too often, we see clients who are eager to adopt a culture of continuous improvement in their

business, stall out before they begin.

Changing the culture of your company is no small task. As you begin to think about all the different departments, people and resources needed to pull it off, it can feel overwhelming. Sometimes frustration with the distance to the goal can discourage us from getting started.

**What we've found works best is to make the process of adoption and deployment continuous as well.**

By identifying smaller use cases, you can run your PDCA process and get to tangible results faster. Then use those results as a slingshot to power your next project. As you become more comfortable with the tools, you can tackle bigger projects with larger returns.

# Improved downtime yields major savings

Unplanned downtime in manufacturing means dollars lost. The longer and more frequent the downtime, the less product is shipped. For some critical processes, improving downtime, planned or unplanned, can mean millions of dollars saved across the enterprise.

A common procedure for one of our manufacturing clients requires planned downtime 20-30 times per day at each of their facilities. At one of their largest facilities, it happens up to 60 times per day.

**Operations leaders understand that shaving even a few minutes off of that downtime can generate significant savings.**

But with a complex process and frequent operator turnover, the team needed a better way to ensure the process was executed accurately each time.

Continuous improvement managers at one plant replaced traditional shoulder-to-shoulder

training with a more consistent and repeatable process in Acadia. Each team member was required to read and acknowledge the proper preparation and execution of the procedure. Then, they were quizzed on the information. Finally, they were observed and formally evaluated executing the procedure live. All of this information was tracked in Acadia to identify team members who needed additional support and aspects of the process that needed reform.



# So what's 8 minutes worth?

The team saves \$500,000 by bringing their procedure time down from 15 minutes to 7.

After just two weeks of training using the new method, the team had already improved their unplanned downtime by 19% and reduced product waste. When implemented across all plants producing the same products, the savings will be in the millions.

## Other Outcomes

- Repeatable, scalable training process that rapidly improves results
- Consistent execution of planned downtime procedure
- Training outcomes reinforced while completing tasks
- Identified team members who need more training support
- Higher retention rate of new skills among those trained using the new method



**It's amazing how quickly we saw a difference in performance. To hit 19% improvement in just two weeks was unimaginable.**

– Team Lead, Continuous Improvement



Sharing best practices across all teams, facilities and regions, makes a global continuous program even more powerful.



# Multiply savings across the Enterprise

The downtime example illustrates a great place to start. It's a single team with a measurable goal, that controls all of its processes and documentation. Now they can share what they've learned with the other facilities running the same process and extend the success.

**Nearly all of our clients begin this way, building out improvement programs one success at a time.**

A few years ago, we started working with a large global brewing company. Rather than try to replace their paper-based system across the enterprise, all at once, they started at one brewery.

They measured waste, quality, and safety metrics during line change overs – when they switch from producing one type of beer to another.

They converted paper SOPs to digital procedures and work

instructions in Acadia.

They retrained employees using acknowledgments, quizzes, and task lists. Then for critical procedures, they required all employees to use digital task lists through the entire process.



**The results spoke for themselves. All KPIs improved in direct correlation with SOP compliance.**

# Repeated Results

All Acadia-enabled plants, running the system 6 months or longer, exceeded their gross line yield target last year.

Now, nearly all facilities have eliminated paper and replaced it with Acadia. Team members have access to job aids as they complete their daily tasks and they provide feedback on process improvements. It also helps managers see who needs more training support.

## Other Outcomes

- Visibility and accountability drive SOP compliance
- Best practices shared globally
- Team member engagement promotes continuous process improvement
- Quality has increased as measured by pre-established Quality KPIs.
- SOP Compliance correlated directly to performance. When SOP compliance met expectations, line efficiency was also at its highest.



**The SOP transition to Acadia is one of the most important initiatives we have done in the last five years.**

– North American Director of Operations

# Ready to learn more?

Book a demo and see how you can hit your targets faster on your next project



In 30 minutes, we'll show how easy it is to:

- Create process documentation
- Capture employee feedback
- Deliver frontline work instructions
- Improve efficiency and reduce waste
- Crush the goals of your next project

Schedule a time that works for you:

[acadia-software.com/demo](https://acadia-software.com/demo)

Or 1- 877-797-2554

# Every Employee Can Be Your Best Employee

Learn more at [www.acadia-software.com](http://www.acadia-software.com)

1.877.797.2554

The logo for ACADiA, featuring the word in a bold, white, sans-serif font. The letter 'i' is lowercase and has a small orange square above its dot. A registered trademark symbol (®) is located at the top right of the 'A'.

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