



**eschbach**

CASE STUDY

## **DIGITAL ROUNDS, REAL-TIME RESULTS**

How Kaneka North America Transformed  
Operations with Shiftconnector® GO

Kaneka North America is a leader in specialty chemicals, running complex manufacturing processes that require accurate rounds, reliable documentation, and strong coordination across shifts. Close to 250 team members now use Shiftconnector GO to support operator rounds and Gemba walks throughout the site.

## CHALLENGE

Kaneka relied on paper-based rounds, including handwritten notes—even at times using whatever paper was convenient—which made it difficult to ensure consistency or verify completion. Operator rounds and Gemba walks lacked reliable digital traceability, and deviations were not always documented. As a result, communication between shifts varied, and supervisors lacked visibility into production processes and deviations.



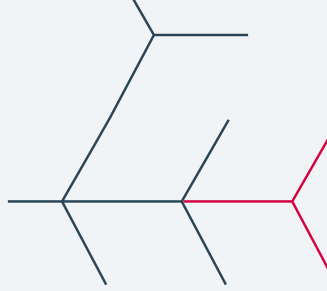
## SOLUTION

### Shiftconnector® GO for Mobile Rounds

Kaneka implemented Shiftconnector GO to give operators an easy, digital way to complete rounds and document deviations directly from their phones whether they are online or offline. Paper processes were replaced with guided digital steps and structured checklists, helping teams stay compliant with required procedures.

Because Shiftconnector GO dynamically guides operators to the next step in the checklist based on their previous answer, operators never miss a required step—strengthening procedural compliance and ensuring every workflow follows the correct sequence. Since operators complete rounds on their phones, they can also capture photos of anomalies or potential chemical safety concerns on the spot, providing maintenance teams with clear visual documentation.

Using QR codes, operators gained access to technical manuals and knowledge resources within the same system, reducing the need for scattered notes or external materials. This change to digital workflows improved documentation clarity and strengthened communication between shifts.



## RESULTS

With Shiftconnector GO in place, real-time connectivity improved coordination between the field and the control room. Kaneka achieved a more consistent and dependable approach to rounds and daily operations. Supervisors now have real-time visibility into what's been completed and where attention is needed. Teams are also better equipped to understand and identify root causes, thanks to clearer context and more reliable documentation.

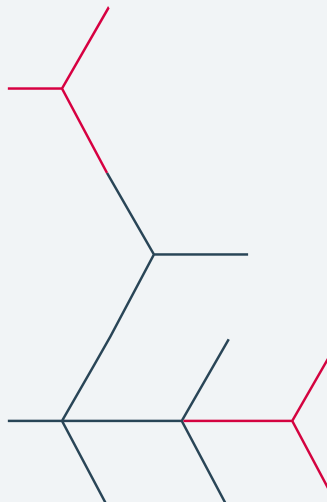
Here's what improved at Kaneka:

- **More consistent rounds and Gemba walks** through guided digital workflows.
- **Real-time deviation capture**, enabling earlier trend detection and faster action.
- **Stronger root-cause identification** supported by accurate, structured documentation.
- **Automated notifications and alerts**, ensuring safety or maintenance concerns are flagged immediately.
- **Improved shift communication** supported by structured, shared reporting.
- **Enhanced maintenance reliability** with all activities tracked in one system.
- **Faster reporting**, enabling quick creation of shift summaries with or without deviations.
- **Centralized knowledge access**, reducing dependence on scattered manuals or handwritten notes.



With Shiftconnector, our rounds are consistent, documented, and visible. Operators like the convenience of completing them on their phones, and supervisors now have a true 360 degree view of what's happening each shift.

Ken Froedge, Sr. Director, Digital Technology and Innovation, Kenake North America




## Why Shiftconnector®

Shiftconnector offers a simple, mobile-first experience that matches how operators prefer to work. It ensures operator rounds are completed and documented accurately, strengthens communication between shifts, and provides supervisors with timely visibility across operations.

## Want to improve the efficiency of your production?

Visit [eschbach.com](https://eschbach.com) or contact us for a personalized consultation.

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## About eschbach and Shiftconnector®

With global headquarters in Germany and North American headquarters in Boston, MA, eschbach is the premier developer of Intelligent Operations Platforms for pharmaceutical and chemical manufacturing. Shiftconnector®, eschbach's award-winning solution, incorporates AI technology to help manufacturing teams take charge of facility operations, process safety, asset performance, and production quality. Developed in collaboration with industry leaders, Shiftconnector transforms digital manufacturing operations by enabling managers, operators, and technicians to achieve the highest level of team communication and operational excellence. Trusted worldwide by leading companies such as Merck, BASF, and Bayer, eschbach empowers process industries to drive efficiency and compliance across the globe.

We inspire industrial teams to work smarter.

