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Case Study
Bayer CropScience

Business Communication for a 3-Shift Operation

At its site in Muttenz (Switzerland) around 250 employees of Bayer CropScience produce pesticides. Manufacturing encompasses two production plants with multipurpose facilities where flexible modifications allow for the production of a variety of products. Production of the pesticides is executed across buildings in three shifts seven days a week. Due to the local separation of the production plants, sharing and exchange of information is extremely important. In order to communicate among shifts and locations an electronic event log is employed.



SHIFTCONNECTOR[®] io

Previously, a Microsoft Access-based database (which was developed by an employee) was used to track shift information. Due to organizational changes and an increase in production, a new solution was needed. "Our production grows

"It was important for us to have a central input and information tool that supports a comprehensive and reliable communication of our shift operations"

Michele Troiano, IT project manager

organically - new systems are added and the demands on our event log increases," explains Francisco Rodriguez, facility manager at Bayer CropScience. "We needed a new more flexible solution." IT project manager, Michele Troiano, adds: "Even though the flow of information

was there, innovative and more efficient possibilities could not be pursued."

The new event log would need to provide a complete, accurate and auditable record of all events and make the collected data available to all divisions. IT expert Michele Troiano clarifies: "It was important for us to have a central input and information tool that supports a comprehensive and reliable communication of our shift operations - applying the same high level of standards that we use in our production."

A Promising First Meeting

Once the project team of Francisco Rodriguez and Michele Troiano had reviewed several

solutions, a quick decision was made in favor of Shiftconnector from Eschbach IT. Initially, the requirements and their level of coverage were specified in a workshop. For the kick-off of the project Andreas Eschbach, Managing Director at Eschbach IT, came to the production site. The project team communicated the minimum requirements to him. When it was ascertained that the basic software already included most of those and that additional requests could easily be accommodated the Bayer-Team committed to Shiftconnector. "We would not have thought it possible that the standard solution already covered such a broad spectrum," commented factory manager Rodriguez, who was pleased with the product.

Immediately after the workshop, Bayer CropScience in Muttentz started to implement the new solution. The core team for selecting and implementing the new event log software consisted of Michele Troiano (IT), Francisco Rodriguez (factory manager), Roman Gysin (QHSE Quality Health Safety Environmental), as well as shift supervisors and their deputies as user representatives. Additionally, key users from warehouse logistics and the test laboratory, who would also employ Shiftconnector, were included.

According to IT project leader, Michele Troiano, this was the perfect team constellation: The project had only been implemented this quickly because everyone was kept in the loop and understood the information needs of each party involved. Thus, the added value of Shiftconnector was swiftly recognized by its key users.

Ease of Use Keeps Training Costs Low

During a four-week period, both systems, old and new, operated simultaneously before Shiftconnector took over as sole event log, insuring seamless interaction among all processes. This was greatly advanced by the structured approach of the core team as well as the early inclusion of key users from the specialist departments. The latter took over training of other users, mainly technicians and laboratory staff. Thanks to its ease of use, most operators required only minimal training. "Shiftconnector is very intuitive to learn and to a great extent, self-explanatory - the rest was learning by doing", Michele Troiano confirms.

Today, Shiftconnector provides accurate and clear information at Bayer CropScience. For any incident that differs from plant regulations, the responsible plant managers, shift supervisors and their deputies enter detailed information in Shiftconnector, providing shift and cross-divisional transparency. "For me, as factory manager, Shiftconnector is



Meldungsbeginn	Produkt	Relevante Schicht	Kategorie	Techn. Platz	Beschreibung	Anl.	Ersteller	Erstellt	Priorität
Fr, 15.05.2015 18:26	935B-TRIFLO	935B-TRIFLO	Abweichung von der BV	935B-R1 - Reaktor R1	Abweichungs ID: 54948 Abweichung von der BV - Volumenkontrolle Abweichung: Volumen vor dem Umpumpen Soll: 14300L(+300L) IST: 15425L bei 45 Upm			Fr, 15.05.2015 18:28	
Fr, 15.05.2015 08:26	935B-TRIFLO	935B-TRIFLO	Abweichung von der BV	935B-R1 - Reaktor R1	Abweichungs ID: 54902 Abweichung von der BV - Volumenkontrolle Abweichung: AS21 WK-vor Umpumpen Soll: 14000 - 14600l Ist: 15130l			Fr, 15.05.2015 08:26	
Do, 14.05.2015 13:50	935B-TRIFLO	935B-TRIFLO	Abweichung von der BV	935B-R1 - Reaktor R1	Abweichungs ID: 54838 Abweichung von der BV - Volumenkontrolle Abweichung: Volumen vor Umpumpen Soll: 14300L (+300L) IST: 15525L			Do, 14.05.2015 13:52	
Do, 14.05.2015 13:18	935B-CPPOXG	935B-CPPOXG	Abweichung von der BV	935B-R4 - Reaktor R4	Abweichungs ID: 54829 Abweichung von der BV - Volumenkontrolle Abweichung: Volumabweichung Soll: 12500L (+300L) IST: 11940L			Do, 14.05.2015 13:19	
Mi, 13.05.2015 19:29	935B-CYZOL	935B-CYZOL	Abweichung von der BV	935B-R14 - Reaktor R14	Abweichungs ID: 54846 Abweichung von der BV - Volumenkontrolle Abweichung: Erhöhte Destillatmenge = 6520 L Soll: 6100 L +/- 200 L Volumen vor Umpumpen. (95°C-100°C) = 6840 L Soll: 7600 L +/- 300 L			Do, 14.05.2015 14:29	
Mi, 13.05.2015 13:33	935B-CPPOXG	935B-CPPOXG	Abweichung von der BV	935B-R15 - Reaktor R15	Abweichungs ID: 54705 Abweichung von der BV - Volumenkontrolle Abweichung: Volumen Soll: 23000 (+300L) IST: 22210L Volumen Nach Abtrennen Soll: 14500L(+300L) IST: 14950L Volumen WF Phase Soll: 8500L(+300L) IST: 8160L			Mi, 13.05.2015 13:33	
Mi, 13.05.2015 05:42	935B-CPPOXG	935B-CPPOXG	Abweichung von der BV	935B-R15-R15.10 - Reaktor 20 m3, STEM	Abweichungs ID: 54651 Abweichung von der BV - Volumenkontrolle Abweichung: Volumenkontrolle vor Abtrennen: Soll: 23000 (+300) Ist: 22260l Volumenkontrolle nach Abtrennen: Soll: 14500 (+300) Ist: 14070l			Mi, 13.05.2015 05:46	

ideal," Francisco Rodriguez says. "All information is centrally recorded and can be accessed at the push of the button thus saving us a lot of time."

Remote Reporting via iPhone

Whenever plant manager Rodriguez is away from the factory, he receives reports generated by Shiftconnector directly on his iPhone. "At home or on the road, I can view the messages from Shiftconnector on my iPhone and those also include all events that SAP has recorded." Based on the classification, he can distinguish which messages originate from SAP. Shiftconnector generates a report on all incidents and events per shift, creating three reports over a period of 24 hours.



These reports are sent automatically to the factory manager and management establishing a continuous comprehensive plant monitoring system. "I can also retrieve the reports with all events and incidents on weekends via smartphone - and if there is an urgent incident we can react quickly," Francisco Rodriguez says. "In this regard the solution is absolutely reliable and we are informed about any irregularity."

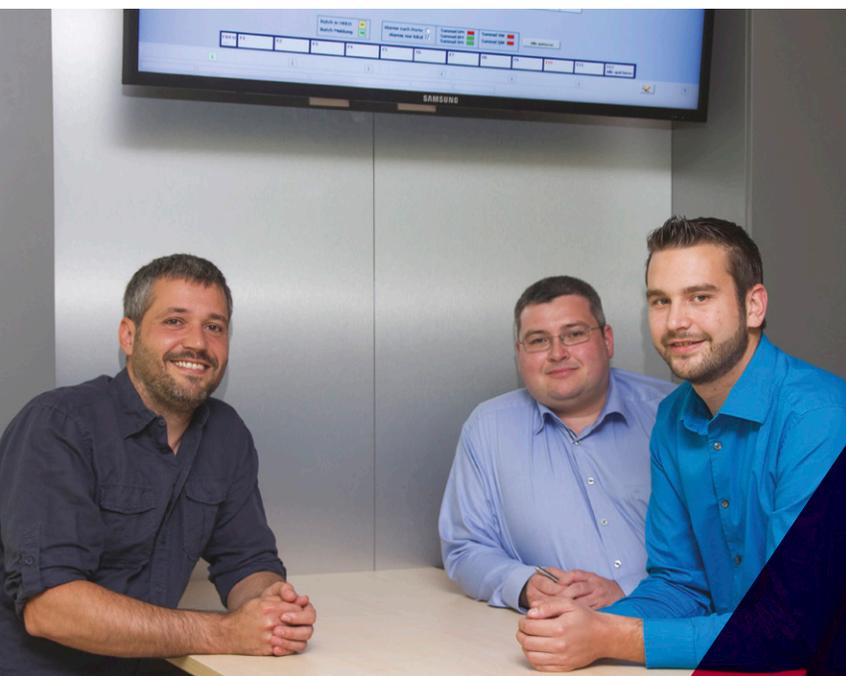
Shift Log Expands with Growth

Within a few years, the factory of Bayer CropScience in Muttentz has grown from 80 to 250 employees. A user-friendly software that can flexibly adapt to any new requirement offers many benefits.

"We fully use the configuration possibilities that Shiftconnector offers," IT project manager Troiano says. Even the lab technicians in our three test laboratories use Shiftconnector's task management to document their test and trial series; recording reviews and results of individual tests. When a facility orders a test, it is also immediately emailed to the respective laboratory which then carries out the test and records its results in Shiftconnector. The advantage

"At home or on the road, I can view the messages from Shiftconnector on my iPhone"

Francisco Rodriguez,
factory manager



Left to right:
Factory manager Francisco Rodriguez,
IT project manager Michele Troiano, and
QHSE staff Roman Gysin

for production lies in the cross-search function that allows, for instance, to search for products or clients in test orders, among other criteria. In addition, it enables users to see which analytics had already been carried out, thus avoiding the duplication of work, ultimately saving time and cost.

Utilization Beyond 100 Percent

Even the warehouse logistics department at the tank farm now uses the software from Eschbach IT. For example, in the past, emails had to be sent whenever a specific tank was not available

for production due to maintenance work. Now, this is listed at a central point in the event log. Supplies are assigned to specific products which are then manufactured at the respective facility ensuring that the responsible managers are informed at all times and can flexibly adapt their production in order to avoid a bottleneck.

Issuance of proper safety clothing is also documented with Shiftconnector. For example, if operation at a certain facility requires special protective clothing, Shiftconnector will have an entry for it in the event log. The software further informs the warehouse staff that their colleague will require special clothing, enabling them to provide individuals with protective gear before the shift starts.

The event log proves its flexibility in other places as well: open issues regarding building infrastructure, for instance, are also documented in Shiftconnector and their repair is monitored ensuring that nothing will be forgotten.

About eschbach and Shiftconnector®

With a team of experts in communication and documentation solutions, eschbach develops software and provides consulting, implementation and support services for interactive operations in tomorrow's digital factories.

Shiftconnector® is an easy to use web-based application that increases efficiencies, safety, performance at the manufacturing execution and shift operations level. The software is successfully used worldwide by Fortune 500 manufacturing companies and other global players in the chemical, pharmaceutical, food, automotive and energy industry.

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