

# Pharmaceutical Manufacturer Turns Visibility Into Value

Gaining a 20% Increase in Productivity and 14% Increase in Uptime with Shoplogix™ Plantnode®



## CASE STUDY

### MANUFACTURER

This manufacturer develops, produces, markets and distributes specialty pharmaceuticals of brand and generic products with one of the broadest product offerings in the U.S. generics industry.

### GOAL

The goal for this manufacturer was to maximize production capacity and minimize occurrences of unplanned downtime. The company specified three key requirements - detailed reporting on production and downtime tracking, real-time performance feedback to operators and easy access to information.

### CHALLENGE

The company faced two major challenges. The first challenge was that production was tracked and analyzed manually. The manual data was both inaccurate and incomplete, making it difficult to account for variations in production. The second challenge was the cyclical nature of their business. Big fluctuations in demand emphasized the need to optimize capacity in advance of peak periods.

### SOLUTION

Shoplogix's real-time performance management solution Plantnode provided this manufacturer with the critical capabilities they needed to achieve their goal. Automated data tracking, management and analysis gave the company accurate and detailed reporting. Real-time production monitoring provided critical feedback to employees about machine status and shift production; and web-based reporting made real-time information highly visible and accessible to key personnel within production, scheduling, maintenance and senior management.

### RESULTS

By replacing manual with automated data tracking and analysis the manufacturer was able to identify opportunities to improve production capacity. Plantnode presented factual information that pointed to specific causes of variability in production. The Plant Manager said, "Because we were able to report on productivity with a high degree of resolution, we were able to act on opportunities to reduce variability in production and downtime".

14%

INCREASE IN  
UPTIME

20%

INCREASE IN  
PRODUCTION

# Driving Action Through Visibility

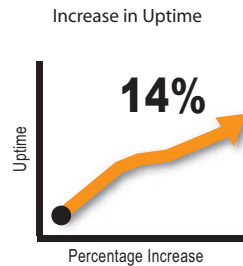
The automated data also demonstrated that there were other instances of downtime that didn't get recorded in the past. The Operations Supervisor remarked, "It was impossible to manually track every occurrence of downtime so our general rule of thumb was that only events that exceeded 15 minutes were recorded. Plantnode turned downtime tracking into a science and we were able to get detailed data on every second the machine was down. As soon as we knew where to focus our attention, we were able to make immediate improvements to reduce production variability and improve productivity".

## Uncovering Hidden Capacity

Pareto analysis ranked the reasons for downtime on each machine and identified every root cause. The Production Manager recounted, "On one line, stock feed issues represented the highest occurrence of downtime, but because each stop was 3 minutes or less, it was just never recorded. On another line material replenishment was the biggest cause for downtime. He went on to explain that, "Because we need quality assurance to approve our components, the machine would sit idle until the quality supervisor signed off". In a month, this accounted for 80 hours of unrecorded downtime.

Detailed reporting highlighted numerous other inefficiencies related to unscheduled maintenance and lag time between changeovers. Further analysis established a direct correlation between downtime and waste. "It was quite a discovery process. Plantnode uncovered so many opportunities to improve our process and as a result we increased uptime by 14 percent", added the Line Supervisor.

## Increase in Total Uptime



Plantnode uncovered many opportunities for improvement resulting in a 14% increase in uptime.

## Visibility Drives Action

Key performance metrics were displayed in real-time on LED boards throughout the plant so employees were aware at all times if they were going to hit or miss their production targets. Proactive alerts and notifications were put in place to give advanced warning if production schedules were at risk. Real-time information increased response time and minimized the amount of lag time between changeovers and idle time related to material replenishment.

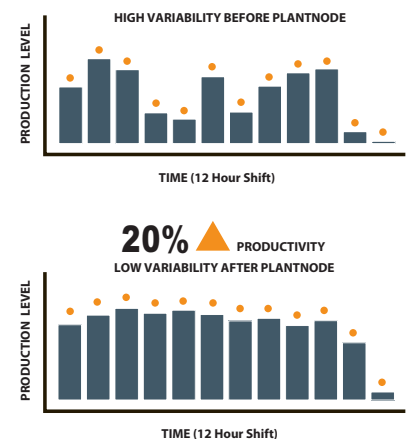
"Plantnode gave us reporting flexibility unlike any other solution I've seen. We were even able to report productivity based on our suppliers so we could identify which suppliers provided us with the best quality materials".

## Turning Visibility into Value

Today real-time information is available on line and accessible to the senior management team as well as stakeholders in production, scheduling and maintenance. The VP Operations asserted, "We can see every aspect of production in real-time and query data any way we want. Reliable real-time information impacted how we look at productivity and has improved the way we make decisions today.

Since we've installed Plantnode total productivity has increased by 20 percent. We chose the Shoplogix solution for one main reason. Plantnode demonstrated results that impacted our bottom line".

## Increase in Total Productivity



Since Plantnode was installed, the degree of variability in production significantly decreased and total productivity increased by 20%.

## CONCLUSION

Shoplogix helped this manufacturer reach their goals to maximize production capacity and minimize unplanned downtime. By improving the company's manufacturing efficiency Shoplogix proved the company's goals were attainable and demonstrated quantifiable results that directly impacted the bottom line.



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