3 WAYS TO ADDRESS WORKFORCE CHALLENGES

Presented by: Adam Doiron
DIGITAL TRANSFORMATION
Enabling...

- Faster time to market
- Lower total cost of ownership
- Improved asset utilization
- Enterprise risk management

This session will focus on...
AGENDA

• Why does workforce competency and capability matter?

• What are the major challenges and trends in managing our workforce?

• Addressing the issues

• Solutions

• Outcomes

• Next Steps
WHY DOES THIS MATTER?
QUESTION #1

• Mashable recently stated that engineering jobs average ___ days to fulfill versus 47 for other job functions.

A – 57
B – 62
C – 68
D – 100
The Department of Labor reported in June that the US economy had 7.4 million job openings but only __ million people looking for work.

A – 4
B – 5.2
C – 6
D – 8
The Thomas Index Reports shows that as of July the past 12 weeks indicate sourcing activity is up __% over its historical average.

A – 2%
B – 5%
C – 10%
D – 14%
 QUESTION #4

• Amazon stated that they’re investing ____ million to train a 1/3 of their workforce on automation.

A – $400
B – $500
C – $600
D – $700
• By 2020, 60% of manufacturers are going to depend on digital platforms to support as much as ___% of their revenue.

A – 20
B – 30
C – 40
D – 50
Machine learning improves product quality up to \( \_\% \) in discrete manufacturing industries.

A – 10  
B – 20  
C – 25  
D – 35
QUESTION #7

• By 2021, we’re going to rely on _____ to automate processes and increase execution times by up to 25%

A – hopes

B – dreams

C – wishes

D – embedded intelligence, using AI, IoT, and blockchain applications
QUESTION #8

• Which one of these is not part of the “Top 10 Reasons Why Employees Quit Their Jobs”?

A – Lack of management’s recognition

B – Lack of contribution of their work to the organization’s business goals

C – Bored and unchallenged by the work itself

D – Too many tools and opportunities to learn
STRATEGIES TO ADDRESS WORKFORCE CHALLENGES
EDUCATION
Address skills gaps through learning:
• Minimize unplanned downtime
• Empower your employees
• "Future-proof" your needs

ASSISTANCE
Provide tools in time of need:
• Lower unplanned downtime
• Tackle day-to-day challenges

SUPPLEMENTATION
Add experts to your staff:
• Immediate/quick service without disruption to other personnel
• Effective for random times of overutilization
EDUCATION SOLUTIONS

TOPICS INCLUDE AUTOMATION, ELECTRICAL, MECHANICAL, AND NON-TECHNICAL – OVER 100 COURSES AVAILABLE
# REMOTE SUPPORT SOLUTIONS

## Support Options

<table>
<thead>
<tr>
<th>Application Support</th>
<th>System Support</th>
<th>Product Support</th>
<th>Self-Service Support</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓✓✓</td>
<td></td>
<td></td>
<td></td>
<td>Design support team / Dedicated telephone and email / Documentation and code walkthrough / Application knowledge management / Periodic performance reviews</td>
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<tr>
<td>✓✓✓</td>
<td></td>
<td></td>
<td></td>
<td>Emergency backup / Performance tuning / Guaranteed field service call-out / Managed services</td>
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<tr>
<td>✓✓✓✓</td>
<td></td>
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<td></td>
<td>Standard product and programming software / Advanced software / Proactive follow up / Single-point resolution</td>
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<tr>
<td>✓✓✓✓✓</td>
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<td>Critical assets that are monitored by an experienced team. Device and process monitoring and alerting at a Rockwell Automation facility or remote access to historical data for troubleshooting</td>
</tr>
<tr>
<td>✓✓✓✓✓</td>
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<td></td>
<td>Get support from our system-level support engineers that have an average 15 years of experience in the industrial automation industry</td>
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<tr>
<td>✓✓✓✓✓</td>
<td></td>
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<td>Standard product and programming software / Telephone and live chat support available in 20+ languages / Remote training troubleshooting</td>
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<tr>
<td>✓✓✓✓✓</td>
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<td>Online assessment tool to help you determine the knowledge of your workforce and build a targeted training plan</td>
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<tr>
<td>✓✓✓✓✓</td>
<td></td>
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<td></td>
<td>Software update mid-es / Emergency software replacement</td>
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<tr>
<td>✓✓✓✓✓</td>
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<td>Extend and apply knowledge gained via access to on-demand library of online technical seminars</td>
</tr>
<tr>
<td>✓✓✓✓✓</td>
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<td></td>
<td></td>
<td>Software update downloads</td>
</tr>
<tr>
<td>✓✓✓✓✓</td>
<td></td>
<td></td>
<td></td>
<td>Knowledgebase tech notes / Interactive forums / Product notifications / Manage service tickets / Submit questions via email</td>
</tr>
</tbody>
</table>

* Included  * Optional upgrade  * Optional upgrade to 24/7/365 support.
ENGINEERING SUPPORT SOLUTIONS

A wide range of skills to respond to your specific needs

Operations
- Start-up, conversion and upgrade assistance
- Application development
- Production equipment trending/analysis with recommendations for improvement
- Project management
- OEM coordination
- On-the-job training

Coordination of related Rockwell Automation services:
- Large project services
- Rockwell Automation training classes
- Network services
- Safety risk & hazard assessment coordination
- Installed Base Evaluation™
- Parts Management Agreements
- Asset Management programs (RAAMP™)

Engineering
- Manage automation software and networks
- Migration management including design upgrades and retrofits

Troubleshooting/Repair
- Immediate on-site emergency breakdown response
- Procurement and installation of replacement parts

Maintenance
- Reactive and scheduled preventive maintenance activities
- Completion of pre-defined maintenance checklist
- Machine performance verification
- Equipment inspection
- Software back-up and revision control
- Regular equipment status review (current equipment performance compared to previous baseline)
- Supervision of plant maintenance personnel

From Simple to Complex
SCENARIO – TYPES OF OUTCOMES
SCENARIO

• Packaging Section of Food Manufacturing Line
  • Unplanned Downtime = $1,000/hour
• Automation equipment includes:
  • Servo Drives
  • PLCs
  • HMIs

ALERT!!!
Message states “Unexpected Tray Loader Stop”
WHAT NEXT?

• Assess what your company is doing to:
  • Remediate workforce challenges
  • Enable your people to get the right information and support
  • Supplement gaps in coverage
• Engage with Werner Electric for further discussions and exploration on training, remote support, and engineering/technical assistance
• Ask your Werner Electric team about a Digital Transformation readiness assessment
DIGITAL TRANSFORMATION

Enabling...

- Faster time to market
- Lower total cost of ownership
- Improved asset utilization
- Enterprise risk management
Thank you for attending!
Questions?
Challenge us
DISCOVER MORE