

Increasing safety and regulatory compliance by automating SOPs

A Savigent® customer was required to track and trace every step in a chemical manufacturing process.



The challenge

Paper-based standard operating procedures (SOPs) were cumbersome to use, enforce and update. As a result, employees often resorted to memory or tribal knowledge, resulting in:

- Incorrect operations sequences created potential safety issues
- Incomplete or inconsistent traceability of the process
- Failure to meet ISO and regulatory compliance requirements
- Difficulty to maintain standards across global sites

The customer investigated deploying other enterprise solutions and found they were time- and cost-prohibitive. It needed a different way of thinking about both the problem and solution.

The Savigent approach

To solve these issues, the customer digitally transformed the production process portion of the SOPs into guided work using the Savigent Platform.

- Configured workflows to enforce role-based, step-by-step instructions that included operator confirmation of completion
- Parameters established to lock out machines and machine control systems when required
- Alerts to operator's tablet or other device for process or data deviation

Customer success

Presenting critical information to operators in the context of guided work is proving measurably successful. The customer's system:

- Mitigated the regulatory compliance risk
- Reduced safety incidents to near-zero
- Improved traceability of all processes and procedural data captured and historized
- Platform is being scaled across the customer's global manufacturing sites

The customer reported several unexpected benefits not cited as goals in the original project plan:

- A dramatic increase in productivity and yield
- Discovery of unknown equipment issues through Savigent analytics and reporting tools