



IMPROVE YOUR PROCESS WITH OFFSIGHT

The Ins and Outs of Managing Production, Quality & Reporting



Offsight's process improvement series offers project manufacturers a chance to share industry best practices that optimize their business for growth, efficiency and scale.

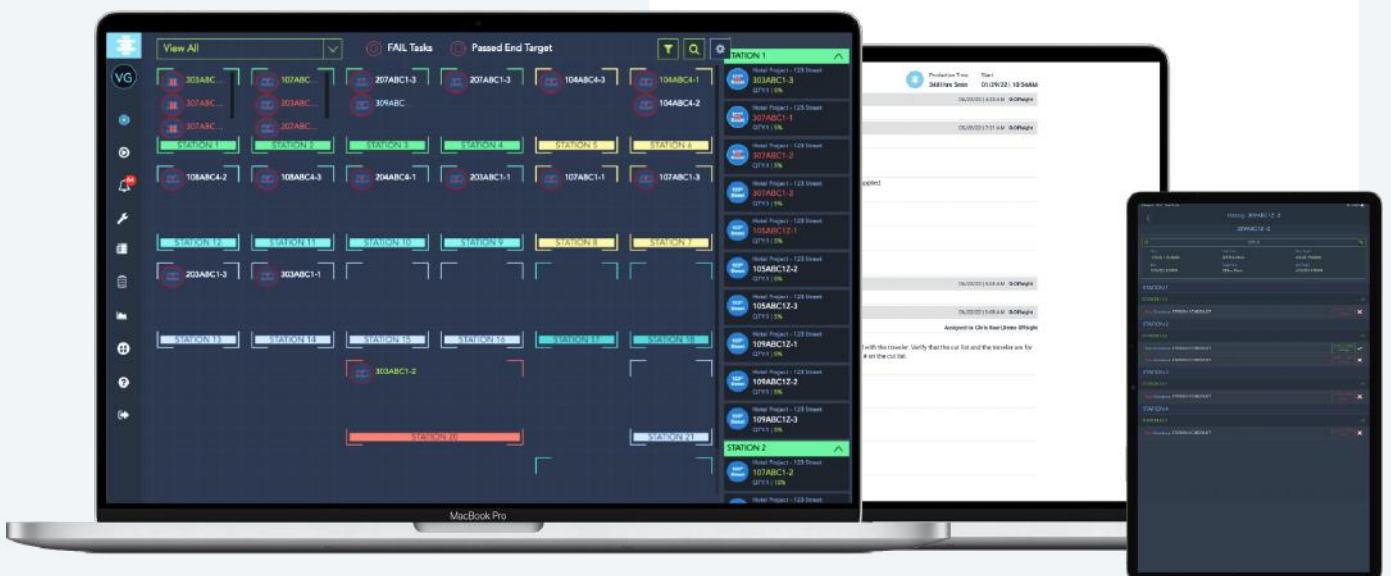
Offsight Solutions Team

In this case study we walk through the common challenges project manufacturers face in managing and tracking their product quality and in implementing best practices around reporting and auditing. Jason provides real world feedback on how a digital solution like Offsight's Production & Quality Tracking and Factory Reporting & Auditing feature sets can be customized to fit your process and address these challenges.



Jason Dixon
Solutions Engineer

Jason Dixon has worked in the modular manufacturing industry for multiple years, including at fast growing modular and offsite manufacturers. In prior roles Jason has managed and set standards for quality, production and operational excellence across the business. He has experience implementing Offsight and leveraging the software to drive efficiency and return on investment.



How It Was Done Before?

We outline the common inefficiencies manufacturers encountered before they implemented Oversight and where added costs built up due to an inefficient process.



Quality

Many factories are familiar with the dreaded quality inspection checklist or paper traveler. As Jason notes, "These documents somehow go magically missing during audits and gathering over 20 plus travelers to track daily non conformances can be a massive pain." Furthermore, being unable to track who completed what and when adds to poor accountability.



Third Party Inspection

One of the largest time sinks for a factory that runs its process manually occurs during third party reporting and auditing. This important and in many cases mandatory process can waste large amounts of time for multiple floor personnel and managers if documents are completed, stored and accessed manually. Furthermore an inefficient reporting and auditing process also wastes the time of your inspector who has to deal with added back and forth in gathering documentation and reviewing reports.



Production

For a production workforce who tracks their daily work manually, a major problem can be holding your team accountable for errors and improving training and coaching where necessary so that these errors can be avoided in the future. Less errors, equals less rework and less cost.



Corporate & Management

In most businesses corporate has a constant need to know what's happening on the floor and what was completed daily, floor managers who relied on manual processes before Oversight found themselves wasting large parts of their work day gathering information and going back and forth with management, detracting from actual production activity.



Customer Service

In line with the needs of corporate management are customer service personnel who seek to maintain the customer relationship and build trust for repeat business. As Jason mentions, one of the most common customer questions, "What have we already completed?" can be a huge challenge to answer with an inefficient and manual process. Other common customer complaints around lack of visibility with production problems or poor communication on repairs can hurt overall customer trust in your business.

How It's Done With Offsight

We review how implementing Offsight addressed the inefficiencies and problems encountered and how the process improved across multiple project stakeholders and departments within the factory.



Quality

Once Offsight was implemented anyone, anywhere could access a digital traveler and update information in real time. Multiple leads and operators could collaborate on the same form and all inputs would be time stamped. Furthermore the seamless organization and consolidation of data over products and projects within Offsight allows for easy root cause analysis.

Offsight enabled process improvements through accountability as Jason mentions "Offsight automatically tracks who completed which task and each task is time stamped so there is never a case where we encounter a noncompliance and don't know the responsible party, this is crucial for accountability."



Third Party Inspection

Offsight enabled easy collaboration and controlled access with third party inspectors and the factory so inspectors could log into a shared view-only factory account and specifically access real time digital checklists. They can make comments as necessary for reporting and auditing review and factory audits are easier and more efficient, as many hours of back and forth on gathering documents and consolidating checklists are avoided.



Corporate & Management

Once a factory account is built, Offsight allows different user profiles like Corporate or Executives to automatically receive their own customized reports on the status of project progress, quality and KPIs.



Customer Service

Offsight allows the service team to easily generate non-conformance, daily production progress or material shortage reports by work order or product and send these specific reports to the appropriate customer. This adds an important layer of customer trust and transparency and makes it very easy to communicate status updates with clients to improve quality of service. Thereby, building better customer relationships for future projects.



Production

Once implemented, Offsight can track who worked on what product and who completed what assembly task. Rework can be assigned within the app to the appropriate operator to ensure a repair is completed on time and to assure accountability.

ROI With Oversight

Once live customers witnessed significant return of their investment from implementing Offsight's Production & Quality Tracking and Factory Reporting & Auditing feature sets, these improvements were measured across the business and driven by savings in time, labor costs, rework costs and overall business process improvement and efficiency.



Quality

- ✓ **Time savings** for operators and quality personnel, the ability to reduce back and forth with multiple supervisors or leads
- ✓ **Time savings** on gathering non-conformance data, structuring the data so it's useful and **cost savings** on reducing rework and repairs once root cause analysis is performed.



Third Party Inspection

- ✓ **Time savings** and efficiency for the factory personnel on audits as all documentation is stored in one place and easily accessible.
- ✓ **Time savings** for third party inspectors, their job is made easier and all reports are available in the format that they prefer.



Production

- ✓ Production supervisors experience **time savings** on managing their team. Operators **improve their process** with training and accountability



Corporate & Management

- ✓ **Time savings** on gathering daily production status updates, understanding overall manufacturing KPIs for business health
- ✓ ROI from process improvements from reviewing and taking corrective measures based on Offsight daily reports



Customer Service

- ✓ **Time savings** with tracking down non-conformance and progress reports across different customer accounts and for specific work orders.
- ✓ **Improved customer retention** and trust and through visibility, allows the manufacturer to build a brand for strong customer service and quality excellence and to **grow revenue** through future business/projects

- ✓ **Cost savings** from reduction in future errors that comes from repeated mistakes and rework.



Drive ROI with Offsight

Learn how you can improve your factory operations and drive ROI with Offsight's dedicated customer implementation and solutions team.

[Start Free Trial or Request Demo](#)

