CURRENT STATE EXPERIENCE

Lowville: Operator Shift

This **current state** journey depicts how an Operator at the Lowville plant uses CWP during their shift to fill out their daily paperwork.

Operator is stationed at the line where they will complete their shift. Tablet is used to complete paperwork then placed on cart while work takes place.

The different users involved in each stage have been noted, but the operator is primarily responsible for ensuring that all paperwork is completed thoroughly and accurately.

Pain points and tools used are identified during each step with the intention of understanding roadblocks and finding opportunities for improvement through design.

Last Updated:

	SHIFT HANDOFF	ACCESSING CWP		SHIFT STARTS: FILLING OUT DAILY MANAGEMENT SYSTEM FORMS				PERFORM SHIFT DUTIES	END SHIFT
TIME	10-15 minutes	1-2 minutes		10-20 minutes				12 hours	10-15 minutes
PHASE	Handoff from Previous Shift	Login to Tablet	Login to CWP	Review DMS Form Alerts	Centerline Checklist	5S (Sort, Set, Shine, Standardize, Sustain) Checklist	CIL (Clean, Inspect, Lube) Checklist	Defect Identification	Handoff to Next Shift
INFO	**What:** Coordinate with operator on previous shift to discuss any equipment, safety, and quality issues that occurred. **Why?** Operators are notified of things they need to keep an eye on during their shift.	**What:** Acquire and log in to tablet **Why:** Operators use the tablets at the beginning of their shifts to record observations and fill out daily paperwork.	**What:** Log in to CWP using KH login information and continue to fill out shift details. **Why:** Operator must use their KH credentials to access CWP and pre-fill some of their shift details. Operators must indicate for which line and equipment they are going to fill out paperwork.	**What:** Identify and review daily forms that are pending completion. **Why:** Notifies operator of the forms they need to complete before beginning shift duties.	**What:** Complete checklist to assesses whether the standard settings for good operating condition of the equipment are properly established. **Why:** To make sure that the equipment is operating as its supposed to for that specific line.	**What:** Complete checklist to assess that the previous shift left you with a clean, orderly operating area. **Why:** To make sure that there are no hazards or obstacles during shift completion.	**What:** Complete checklist to inspect the cleanliness of the equipment. **Why:** To make sure that equipment is in good operating capacity and will avoid unanticipated downtime.	**What:** Operator performs shift duties and identifies any issues they may have experienced. **Why:** To make sure that issues are communicated and appropriately escalated.	**What:** Coordinate with operator on next shift to discuss any equipment, safety, and quality issues that occurred. **Why?** Operators are notified of things they need to keep an eye on during their shift.
USERS	**Primary** Operator **Secondary** Operator from previous shift CI Lead Team Lead	**Primary** Operator	**Primary** Operator	**Primary** Operator	**Primary** Operator	**Primary** Operator	**Primary** Operator	**Primary** Operator	**Primary** Operator **Secondary** Operator for next shift CI Lead Team Lead
TOOLS	Shift-Handoff paperwork	Tablet Cabinet Tablet	Tablet KH Credentials (often written down) CWP Power App	Tablet CWP Power App	Tablet CWP Power App Centerline Checklist — Paper version	Tablet CWP Power App 5S Checklist — Paper version	Tablet CWP Power App CIL Checklist — Paper version	Tablet CWP Power App	Shift handoff paperwork
PAIN POINTS	**Pains**	**Pains** • Operator is frustrated because they have to reset tablet password every time they log in.	**Pains** • Don't often remember password to KH account so they often refer to a written note with their password. • Multi-step login process is long and repetitive. • Some shift details are not pre-filled (i.e., plant location) despite being connected to their KH account.	**Pains** • Operator noticed a missing form. • Lagging in the touchscreen can cause frustration.	**Pains** • ⚠ Checklist was not completed by operator because it appeared to be submitted previously.	**Pains** • ⚠ Could not multi-select equipment on the selection screen so form had to be repeated twice for each piece of equipment on the line. • Attempting to 'Save & Continue' the in-progress form did not produce the expected results and operator was unsure if action was successful.	**Pains** • ⚠ Could not multi-select equipment on the selection screen so form had to be repeated twice for each piece of equipment on the line.	**Pains**	**Pains**