



PROMISE

Professional Management Information System for Enterprises



We provide a lean work method by Continuous Improvement. We focus on stimulating everyone in the organization to continually improve, to utilize their talents and to apply fact-based management. Making small, incremental improvements on a daily basis will provide greater customer value by eliminating the root causes of process disruptions. This inevitably leads to more engaged employees with increased job satisfaction and better business results.



Productivity

Cut waste and downtime to increase productivity with the same or fewer resources.



Quality

Increase high quality output by optimizing your production process.



Teamwork

Nurture engaged and motivated employees who continuously strive for improvement and create an improvement culture.



Profit

Manage operational costs and increase profits. Try the ROI Calculator.



Quick results

Ensure quick results with quality training and coaching. No complicated implementation programmes.



Why Continuous Improvement?

With continuous improvement you ensure the processes to be as efficient and effective as possible, by making small, incremental improvements on a daily basis that provide more customer value. The **PROMISE method** also helps to identify the root causes of your problems so you can eliminate them permanently. Making small changes on a daily basis costs less and can be executed much quicker than significant change projects. In every business, regardless of size, industry or profitability, Continuous Improvement simplifies processes, reduces waste, optimizes workflows and creates safer working environments. In short: a safe, efficient and lean production.

Involve your employees

"Everybody wants to contribute. Trust them. Leaders are everywhere. Find them. Some people are on a mission. Celebrate them. Others wish things were different. Listen to them. Everybody matters. Show them."

- Bob Chapman

With our ProMISe working method we focus on the greatest asset in of your company: employees! They are your keen eyes and ears. They possess the required knowledge and experience and are key to establishing root causes of disruptions in the production process and of incidents related to QHSE, for example. They know suitable solutions and can initiate improvements. Utilize their talent! Listening to them and involving them in the improvement process is key to success. It creates incremental involvement. Employees become motivated to continuously improve as a team and eventually it becomes second nature. In this way you create an improvement culture.

Better results

An increasingly efficient production also releases time. You can use this newly created time to improve further, (cross) train your employees, or execute new tasks. Giving employees the opportunity to grow and improve will result in an increased job satisfaction.

By creating a pleasant work environment for your personnel the motivation to continuously improve together will increase, which will automatically lead to better business results, such as: lower costs, increased productivity, higher quality, improved safety standards and greater profit.





Registration & App

The first step, and perhaps the most important step, with continuous improvement is collecting information and identifying all the disruptions and incidents. After all, first you need to know what is going wrong, before being able to improve. Correct input is essential for correct output. Therefore it is important that the registration procedure is as simple as possible. It also increases the report willingness. It concerns registration of all events in production and **QHSE** incidents. Often people think of technical failures, such as damaged parts or machines with suboptimal line speed, however, most losses are due to bad internal logistics and communications. Imagine no supply or the wrong supply of materials, a sub-optimal set-up of the production process, or faulty instructions.

ProMISE event registration:



Continuity

Register events without disrupting the production flow.



ProMISE App

Quick registrations via **app** including pictures. Even without internet connection!



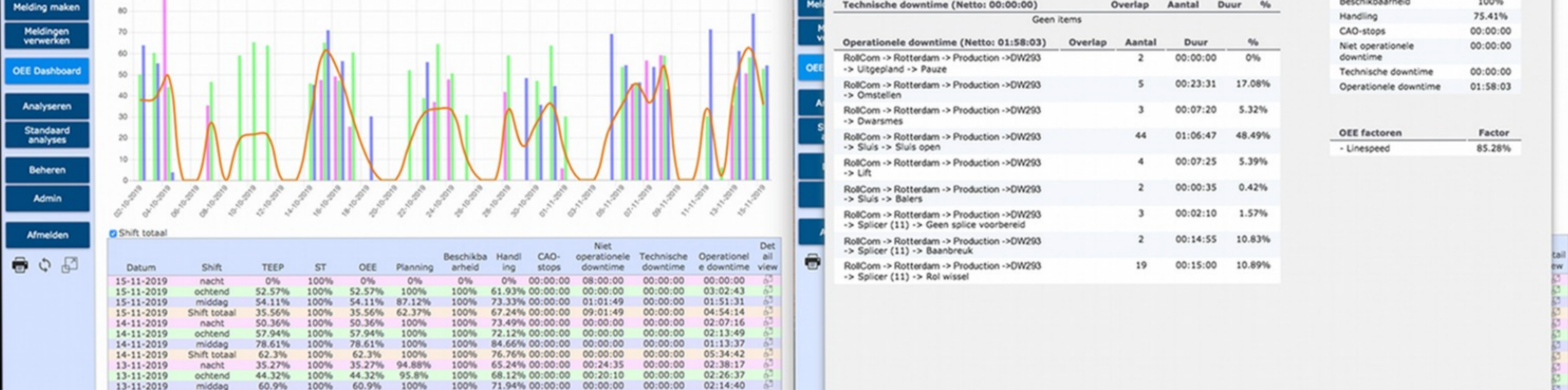
PLC/Sensors

Automatic registrations by connecting to PLC or sensors.



Flexibility

The failure tree is flexible and easy to set up or adjust.



Overall Equipment Effectiveness

Overall Equipment Effectiveness (OEE) is a commonly used measuring instrument and tool to measure the performance of the machines and production process, and to directly see their effectiveness. OEE is measured by combining Availability (A), Performance (P) and Quality (Q). It helps to identify potential losses and to understand where in the process it needs improvement. If you have invested in expensive machines, it is important that they are used effectively.

With OEE you calculate the ratio between theoretical maximum output and real output. When there is a difference, it helps you to detect where that difference is caused. OEE checks three things:



Availability

Is the machine running when it is planned to run?



Performance

Is the machine running on theoretical maximum speed?



Quality

Are high-quality products produced?



Analyses

Once all the data has been collected, it can be analysed. ProMISE uses a Pareto visualisation to show you the biggest causes of your downtime, operational costs or undesired usage of human resources.

When analyzing, the Pareto graph sorts your root-cause failure tree based on duration or frequency. Starting at a high level, the bar graph indicates the magnitude of downtime or frequency. By clicking a specific bar, one zooms in until you get to the root cause. Management can simply identify different bottlenecks and determine which one needs to be improved first.

The trend analysis shows the development of the downtime or frequency. This is useful to monitor the effect of preventive measures. Directly on improvements taken, it is common to see an upward trend on this issue before the desired effect sets in. Employees are paying more attention to that particular problem, the so called *Baader-Meinhof phenomenon*, or it takes time for them to get used to a new working practice. If after a while, the desired downwards trend does not set in, management has to reconsider their actions.

The prediction graph helps one to identify rapidly developing problems that are currently still minor but will become major if no interference takes place.

Use the item analysis for asset management and generate reports about specific parts or problems in your production or logistical process.

ProMISE analyses:



Clear analyses

Simple analysis of downtime throughout the whole company, per department or even per production/machine part



Bottlenecks

Easy detection and resolution of the biggest bottlenecks.



Prediction

Early detection of rapidly increasing disruptions



Digital Logbook

Communication via different systems, such as e-mail, post its, whiteboards or Excel spreadsheets. In short: decentralized and insecure. Often it is difficult or impossible to trace back what has been decided and agreed upon. With the digital logbook in ProMISe this becomes a thing of the past.

ProMISe logbook:



Shift change

A more efficient shift change by registering all events and important notes.



Communication

Streamlined communication between different departments and shifts.



Overview

Managers have a better insight into the different departments and shifts.



Safety

A safer work environment thanks to a better information flow.



Security

All communication and knowledge is secure and accessible.



Accessibility

Web-based logbook accessible at all times and from anywhere.

Todo



Work order management

After an undesired event, action must be taken: repairing or ordering a new part, introducing safety measures, cleaning etc. After the daily meeting, new improvement actions are often initiated. You can now make new work orders immediately, and decide who is to monitor the action and who is to implement it. Everyone can easily follow the status of the action.

During execution, comments can be added and the status of the action can be changed if necessary. Nothing gets deleted, ensuring a consistent history and traceability. The whole process of every work order can be followed and is secure. It provides operations management instant insight in all actions.

Employees who have suggested improvements can actually see if the suggestion is picked up and put into action, increasing involvement.

ProMISE Work order management:



Division of tasks

It is clear who the actionee is, who the supervisor is and what the status of the work order is.



Overview

Better overview for managers of task status and improvement actions.



Maintenance

Plan your maintenance and go from reactive to preventive maintenance.



Accessibility

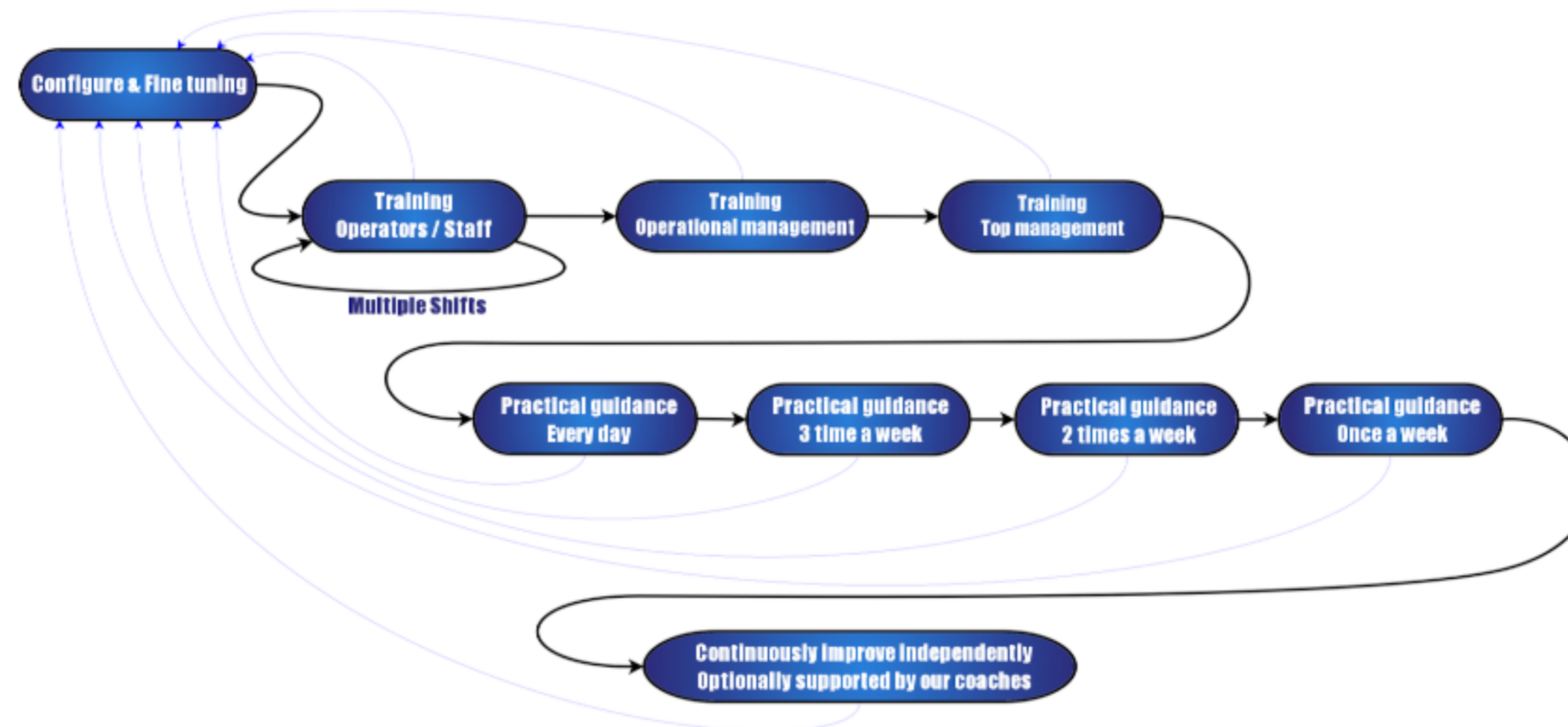
Web based work order management, accessible at all times and from anywhere.



Your route to operational excellence

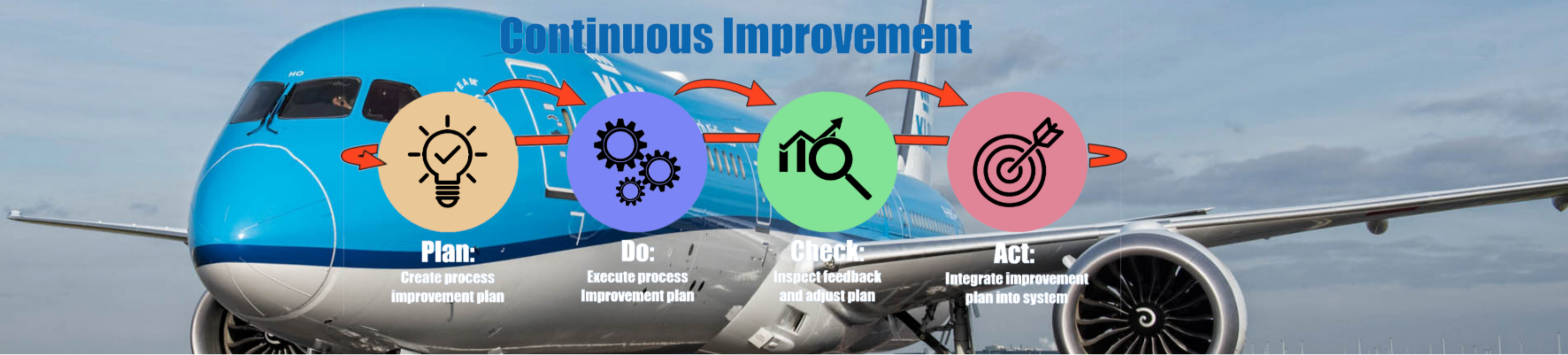
Any process (or part of it) is prone to interference. Energy spent cancelling out the consequences of these disruptions adds no value to the end result and therefore should be avoided. The focus should be on identifying the root causes and solving them.

ProMISe offers a working method, training and tools to register, evaluate, analyse and eliminate those disruptions.



A structured training method

Continuous Improvement



Pros of ProMISe:

- The improvement cycle is embedded in the system. Suitable for ISO 9001 certification.
- It gives a *holistic* view of the organisation.
- Fact-based management: Data driven production.
- One system that gives a total view of production for the operations/plant manager.
- ProMISe is flexible. Measure and register disruptions as YOU like.
- Streamlined communication and provision of information via logbook and work order management.
- It encourages teamwork and social interaction.
- ProMISe is very user friendly.
- The system is quite accessible for the use of process optimization. Automation is not required for measuring disruptions.



Collecting data

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Verifying the data

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Analyses and improvement actions

Leads to



Improvement culture

Resulting in



Continuous improvement