

# Arrowsight® IMPACT

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Real results for today's businesses.



## RVA Increases Workforce Productivity Over 10% Produces ~ \$750,000 in Savings

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In the first quarter of 2008, a large processor of ready-to-eat products for a national quick-service supply chain needed to improve performance on four of its facility's high-speed production lines. Specifically, management needed to increase the plant's overall output of Grade-A finished "cases per unit." Improving this metric was critical in

attaining multiple benefits, including higher profit margins, lower costs and meeting (or exceeding) food safety standards.

But in aiming to increase its output the plant could not increase its workforce. Rather, the challenge for management was to reduce employee downtime in order to bolster several areas of performance including conveyer-belt coverage, QA inspection and measurement protocols.

To meet these goals and challenges, management employed Arrowsight Remote Video Auditing (RVA) to:

- **Assess productivity levels.** After installing video monitors at key production lines, auditors analyzed the belt-coverage percentages for three lanes of raw product output on each of the plant's 4 slicers, with reports auditing twelve lanes in total.
- **Determine real-time performance data.** Arrowsight deployed LED screens that were visible by all plant employees which displayed their performance scores in real time, and were calculated by combining employee uptime with belt coverage.

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# RESULTS

RVA produced improvements across:

- **Performance.** +10% improvement in overall output capacity of Grade-A finished cases per unit.
- **Savings.** \$750,000 in annualized savings.
- **Compliance and Quality.** Innovative system for QA sampling and food safety safeguards to reduce costs and improve statistical sampling.
- **Processes.** Improved the plant's Operator Training Program by optimizing:
  1. Proper loading technique and rates for bulk raw materials.
  2. "Grade out" procedures for defective product.
  3. Packing operations to reduce defects and secure piece count standards.

- **Map Trends.** Reports that tracked "lost opportunity" metrics — on a discrete per-lane/per-slicer basis for all shifts — were prepared and disseminated to plant managers on a daily basis.
- **Measure procedures.** In efforts to improve quality and profit margins, auditors measured both the grade-out (poor quality) procedures and lost-product rates on a lane-by-lane basis across all lines and shifts.
- **Institute new protocols.** Through RVA findings, Arrowsight and plant management created a new inspection and measurement protocol for the facility's QA and food safety procedures.

By leveraging RVA systems to monitor productivity levels and then using the real-time findings to motivate the plant's employees to achieve better performance, **the very same workforce improved their overall output by over 10%... leading to \$750,000 in annualized savings for the processing facility.** Moreover, the plant also used RVA systems and findings to improve its quality and compliance standards — resulting in a better quality of product, reduced costs and added safety for the public.

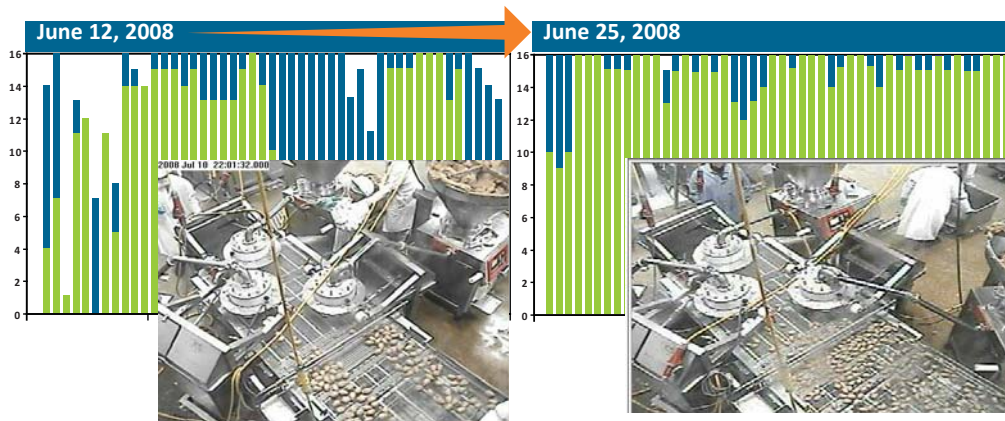
## Food Processor Boosts Performance, Savings

*In June of 2008, a large processor of ready-to-eat products for diverse retail and private-label sectors sought to improve the performance of a single production line which operated two shifts per day, five days weekly. In implementing Remote Video Auditing (RVA), the plant's target was to improve its overall output (or "per unit time") of Grade-A finished cases so as to increase profit margins and decrease overhead costs, while continuing to meet or exceed QA and food-safety standards.*

**To improve productivity and product output, Arrowsight employed the following approach:**

- **Monitor critical control points.** Arrowsight installed cameras at key areas within the plant's production line that enabled auditors to monitor all shifts for equipment availability, product flow and belt coverage.
- **Produce hourly views.** Auditors produced 16 still-video shots each hour the line was in production that tracked output and workflow.
- **Issue daily Trend Performance Reports.** Arrowsight prepared daily Trend Performance Reports including graphs depicting equipment availability and product flow.

Of particular focus to plant managers was reducing downtime of the production line and increasing conveyer belt coverage. To that end, the photographs on the following page clearly show the difference in the amount of food being produced once RVA was installed for a few weeks — but the accompanying graphs are the most telling insofar as plant performance. On each of the graphs, the blue bars depict when equipment is present while the green bars reflect when equipment *and* product is present. The dramatic increase of green in the second graph clearly demonstrates how productivity skyrocketed from 52% to 93%, equating to a net +10% increase in annualized throughput.



The success story for the processing facility is not limited to the strong gains it realized, but the short time in which they took place. Through RVA’s hourly views, daily trending reports and recommendations, plant managers were provided a real-time management tool that produced substantial results in only 2 weeks, with the new performance standard fully achieved by employees within 45 days.

# RESULTS

Results from implementing RVA include:

- Performance: +10% improvement in Grade-A output capacity.
- Savings: Over \$200,000 in annualized savings.
- Timetable: 30-45 days to achieve new standard, significant results realized within 2 weeks, with the new performance standard fully achieved by the plant within 45 days.

# How RVA Works

## 4 Steps to Increased Profit and Performance

### 1: Monitor



Arrowsight works with you to strategically place video cameras overlooking critical control points with a view to performance improvements and safety compliance. Arrowsight then monitors processes in your facility.

### 2: Audit



Auditors consistently view video associated with procedures, processes and events. Arrowsight and managers utilize the data provided by RVA to optimize performance, operational efficiency and safety compliance over the short, medium and long terms.

### 3: Report

Overview Table

Plant	Current Period Compliance 11/06/2009-11/12/2009
Plant Rating #1	
Plant 1	93%
Average Score	93%
Plant Rating #2	
Plant 2	77%
Average Score	77%
Total Average Compliance - All Plants	85%

Audit Category Summary

The audited video is formatted into reports that are submitted to managers on a daily, weekly and monthly basis. Reports provide hyperlinks to video images examined by auditors, along with top-line statistics, category summaries and breakdowns of scores. Managers use the reports to coach their staff — and to establish baselines for motivating employees to improved performance.

### 4: Optimize



Arrowsight and facility managers utilize the data provided by RVA to optimize performance, operational efficiency and safety compliance — with results from RVA realized in under 90 days.

## About Arrowsight

A Web-based Application Services Provider, Arrowsight is the leading developer of remote viewing services and software across wide-ranging industry sectors. The company's tools, technology and expertise continue to deliver on the promise of striking, sustainable improvements within 90 days.

Arrowsight has improved practices, compliance and employee morale in such safety-sensitive industries as food processing, food services, healthcare and manufacturing. The company's technology is being used at leading companies including Plumrose USA, Limited Brands and leading McDonald's franchisees.

For more information please visit:  
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