

eschbach

SHOPFLOOR OPERATIONS ASSESSMENT


for Pharma Manufacturing



Interactive
Selftest
included



Trusted by 100k users, 2000+ plants in over 30 countries.



Does this sound familiar?

Pains

- ⊗ **Fragmented visibility**
KPIs, batches, and performance are not aligned across teams
- ⊗ **Manual collaboration everywhere**
Information moves slower than production
- ⊗ **Reactive firefighting**
Issues are escalated only when they affect output or timing
- ⊗ **No end-to-end accountability**
Tasks exist – ownership doesn't

If these sound familiar, you're not alone – and they're usually symptoms, not root causes.

Good News

These challenges are common and fixable.

The checkup helps you pinpoint where collaboration, information flow, and execution break down.

This five-minute checkup helps you to identify:

- ⊕ sources of operational friction
- ⊕ points where information flow is disrupted
- ⊕ inefficiencies in time and resource allocation
- ⊕ and actionable opportunities for improvements

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The Foundation of the Checkup

Rate your current state and collect points to get your result.

10
Points

5
Points

0
Points

Take this 5-minute interactive checkup to get a clear, data-driven snapshot of your shopfloor operations.

For each question, rate your current state with 0, 5, or 10 points.

Your total score highlights where misalignment, silos, or manual work slow you down.

Tip: Score based on a typical day – not best-case scenarios.



Download the checkup for clear visibility into friction points, resource inefficiencies, and improvement potential.



Use Adobe Acrobat Reader to access all interactive features.

Communication Efficiency

Rate yourself and receive
a recommendation for action
based on your total score.



Question 1

How efficiently does information flow across shifts, teams (e.g. operators, maintenance, quality control) and tiers?

Consider: Frequency of misalignments, reliance on email or verbal follow-ups to clarify topics, information getting lost, or delays across teams.

10

Points

5

0

Clear, consistent, real-time information flow across teams and tiers, with minimal delays or need for follow-up clarification.

Information generally flows, but delays, manual follow-ups, or clarification loops (e.g. emails, calls) are still common.

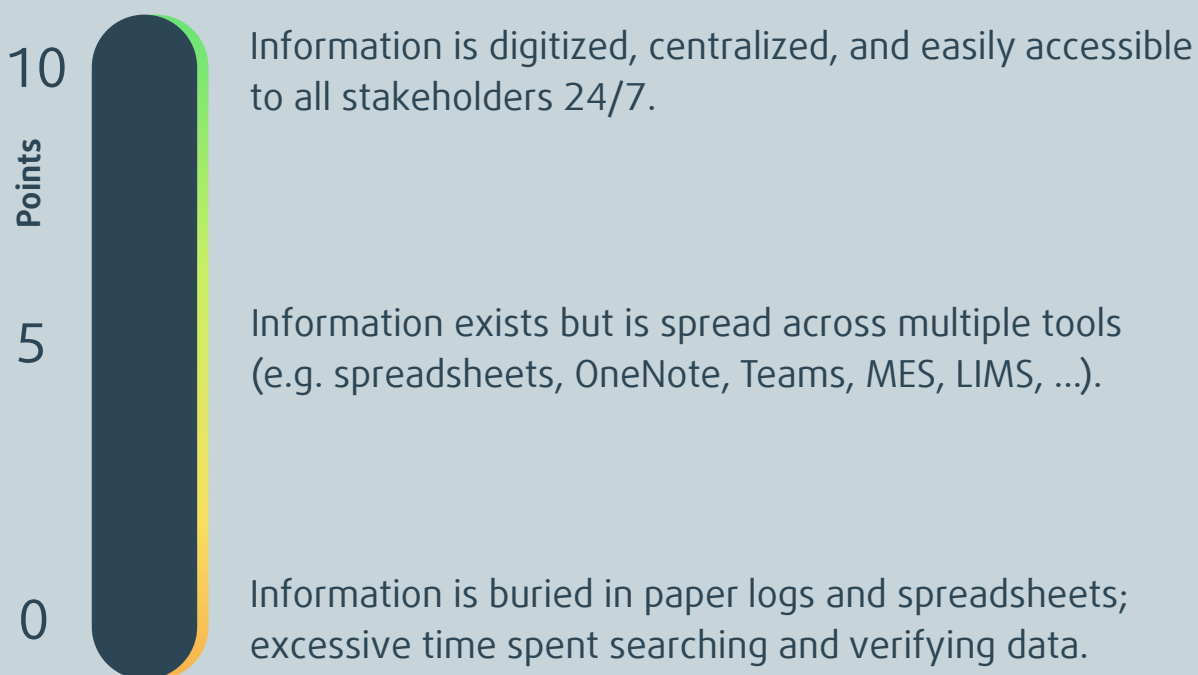
Frequent gaps and delays in information flow due to fragmented, informal, or inconsistent communication.

Information Accessibility

Question 2

How easily can operations teams find critical production information and operator insights to make timely decisions?

Consider: Time spent searching for information, number of systems or tools involved, ease of accessing historical (shift) records, and dependency on specific individuals.

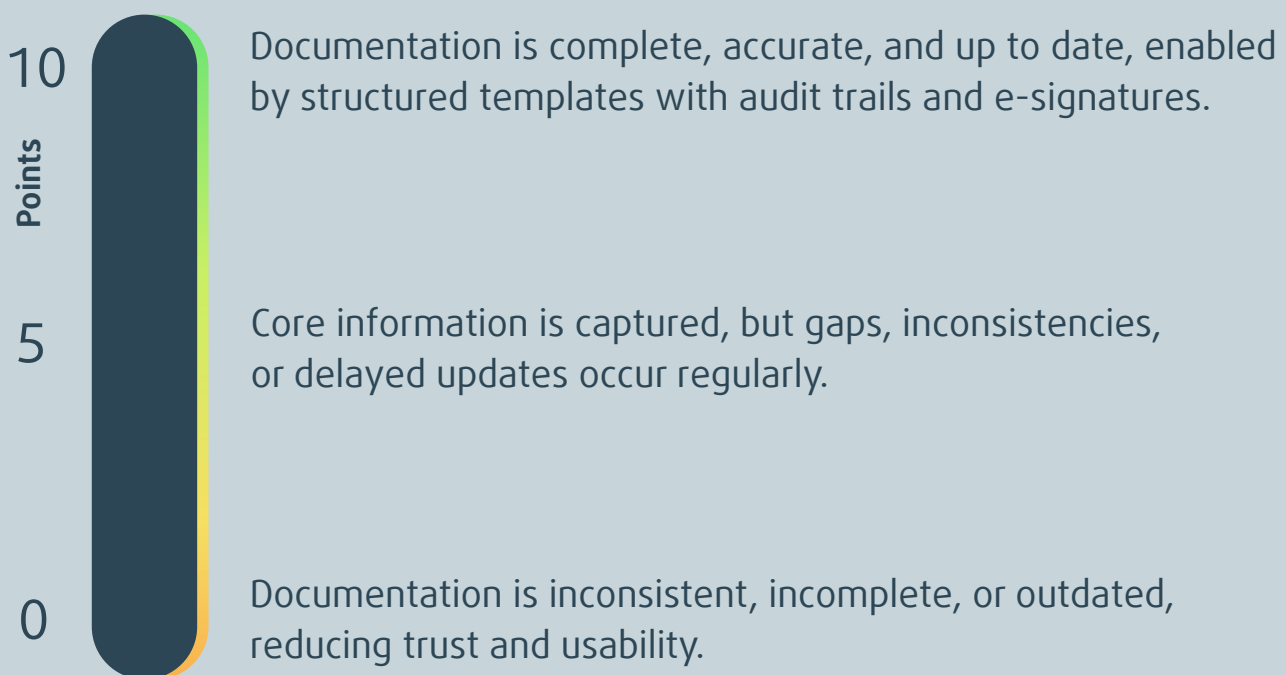


Information Completeness

Question 3

How complete and reliable are your operator logs and shift notes?

Consider: Completeness and accuracy of entries, frequency of outdated or conflicting records, and consistency across shifts and teams.

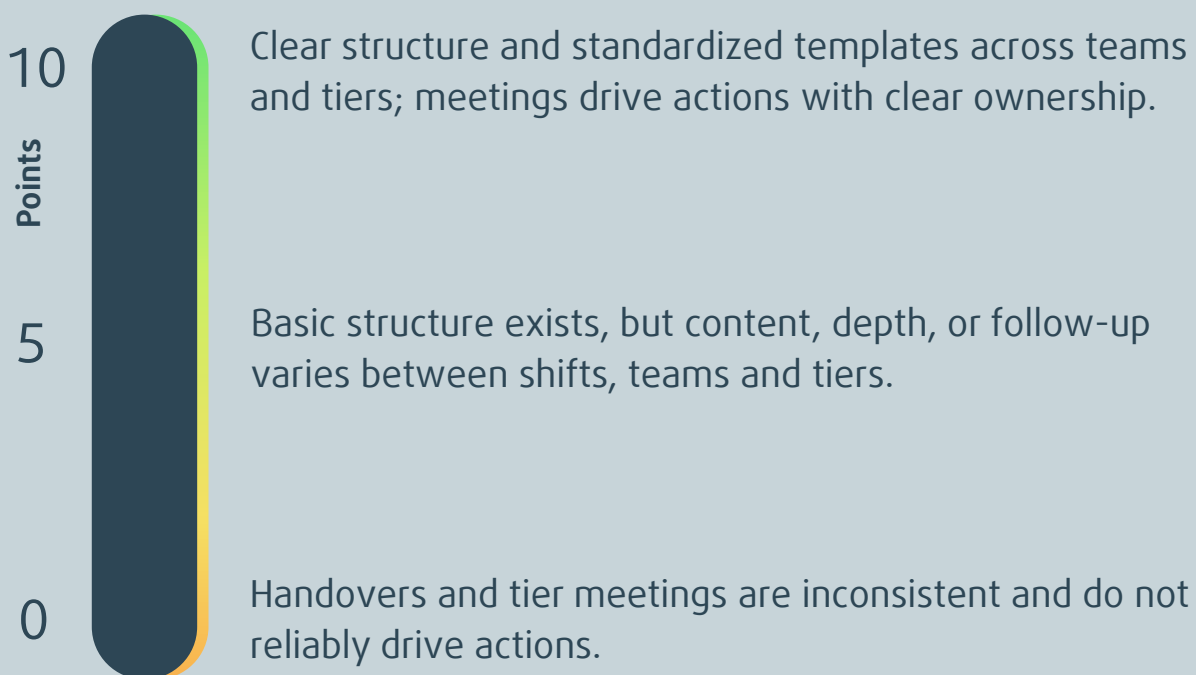


Handover & Tier Meeting Consistency

Question 4

How consistent and structured are your shift handovers and tier meetings?

Consider: Use of standardized templates, consistent coverage of all relevant topics, clarity of outcomes, and focus on actions rather than discussions.

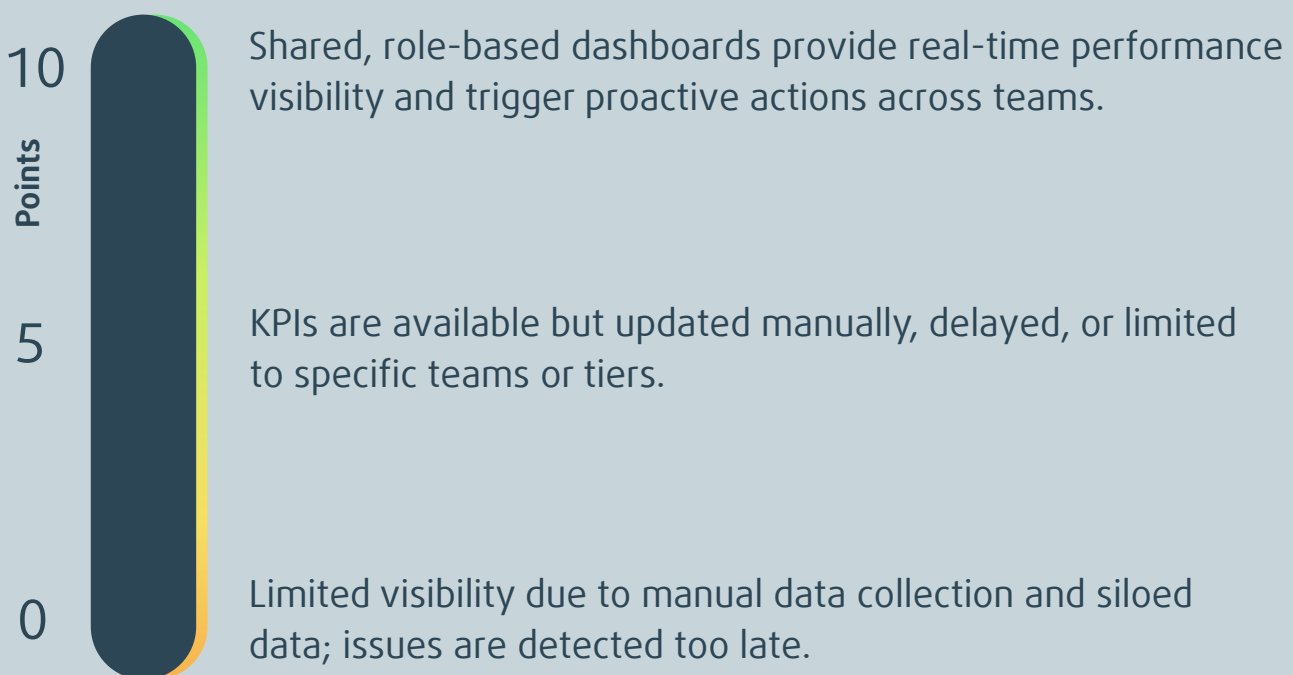


Transparency on KPIs / Production Status

Question 5

How transparent and actionable is production status and KPI information across teams and tiers?

Consider: Shared cross-team visibility, automated real-time data flow vs. manual aggregation, drill-down from KPIs to context, and linkage between KPIs and actions.

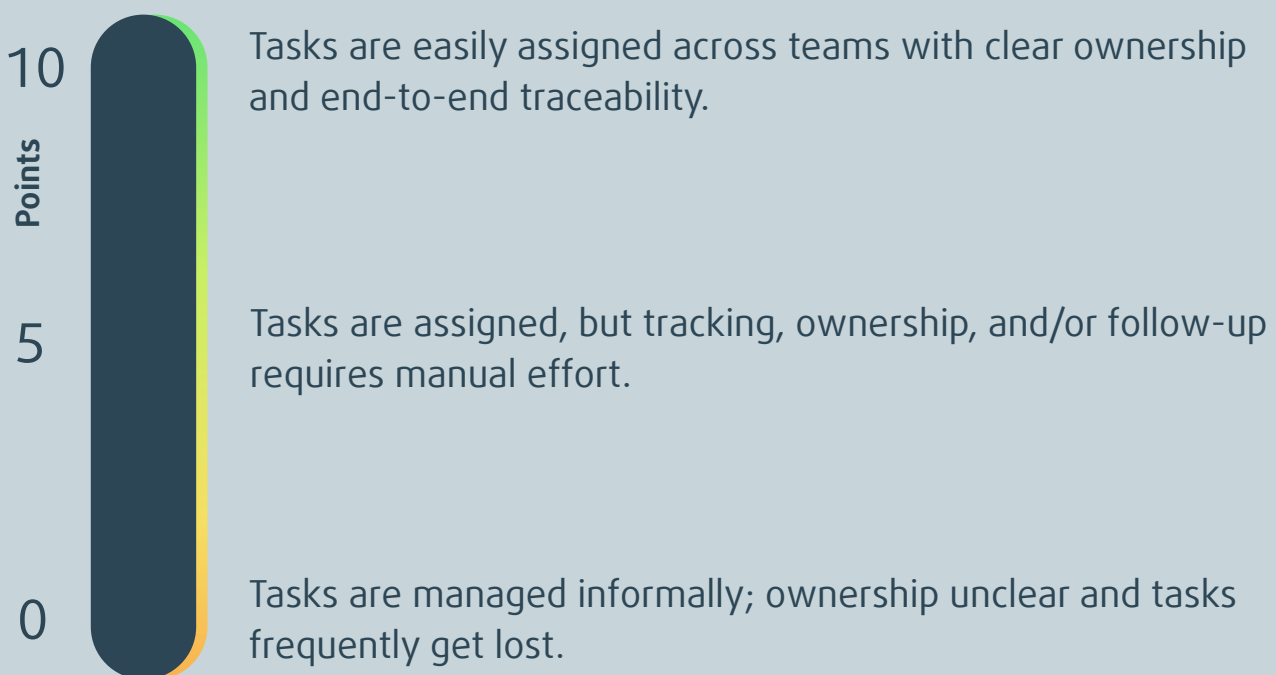


Task Assignment Simplicity & Traceability

Question 6

How easily can tasks be assigned across teams and tracked to completion?

Consider: Cross-team assignment simplicity, ownership clarity, follow-up across shifts, visibility of open tasks, and risk of tasks getting lost.

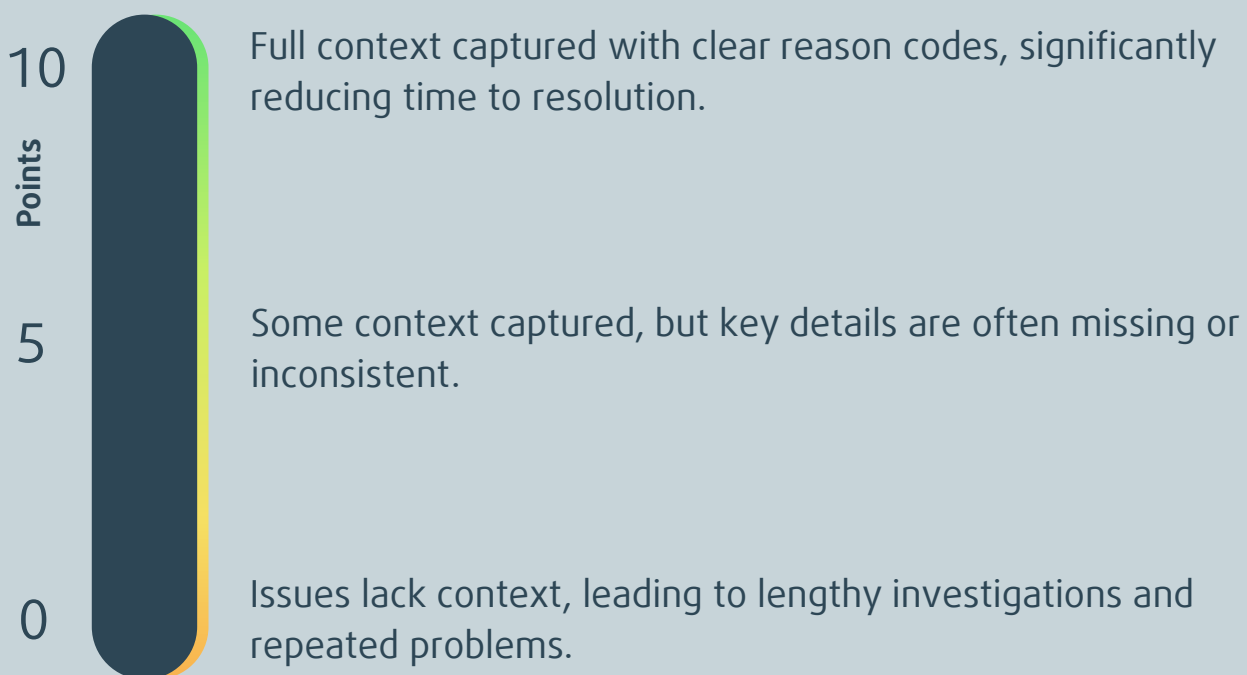


Production Issue Context Clarity

Question 7

How completely are operator observations captured to contextualize production and equipment data?

Consider: Ease of reporting observations, standardized reason codes, linkage between (sensor) data and operator input, and documentation of good catches.

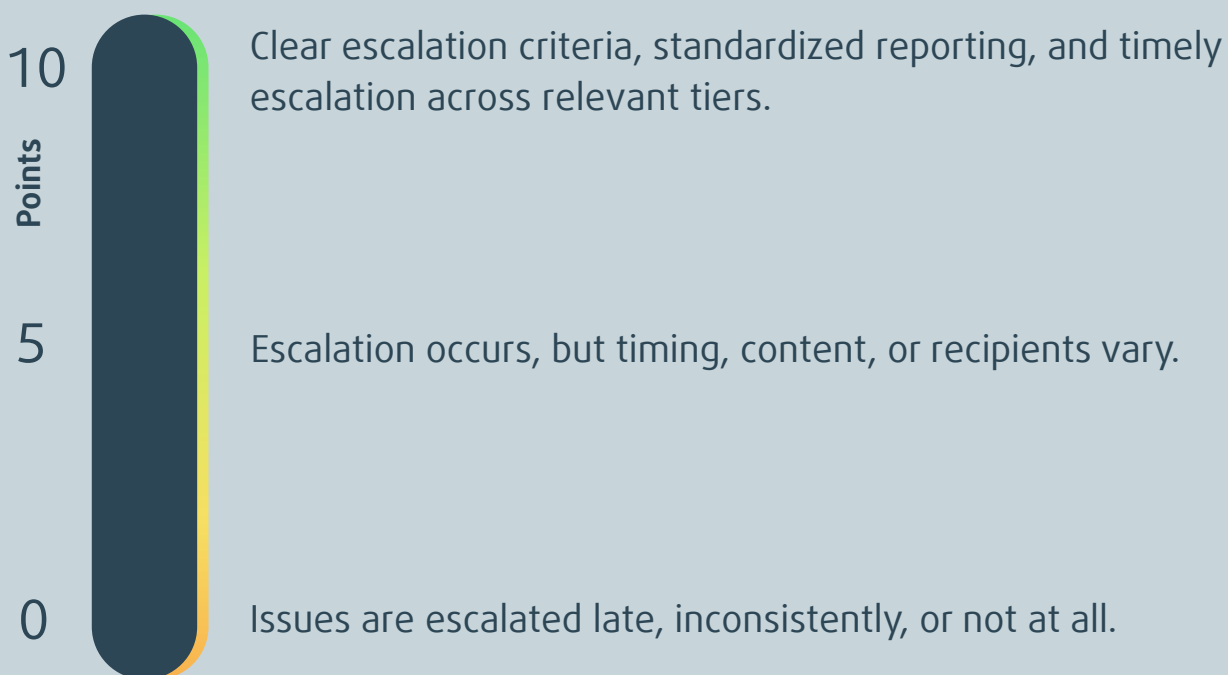


Escalation Routine Clarity

Question 8

How consistent, transparent, and timely are production issues escalated to the right tiers?

Consider: Clear escalation rules, standardized reporting, automated workflows, and seamless escalation across teams and management levels.

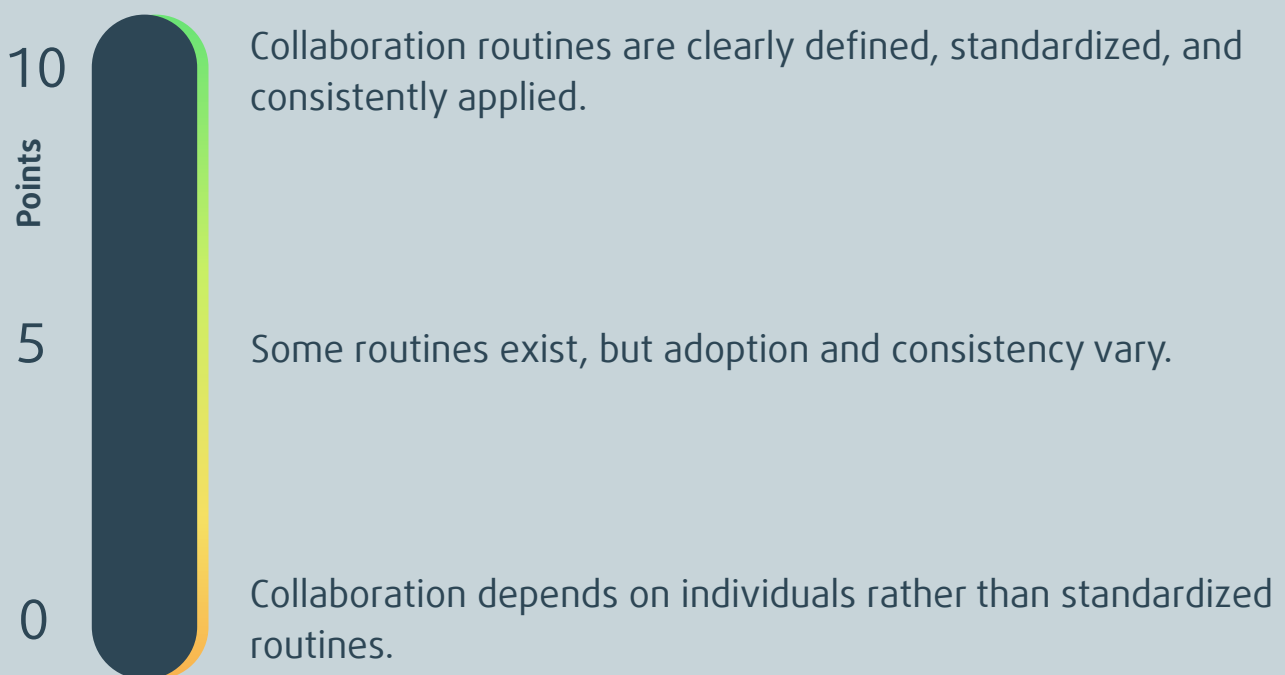


Collaboration Routine Standardization

Question 9

How well established and standardized are collaboration routines across production teams?

Consider: Defined collaboration cadences, shared standards across teams, lines and departments,

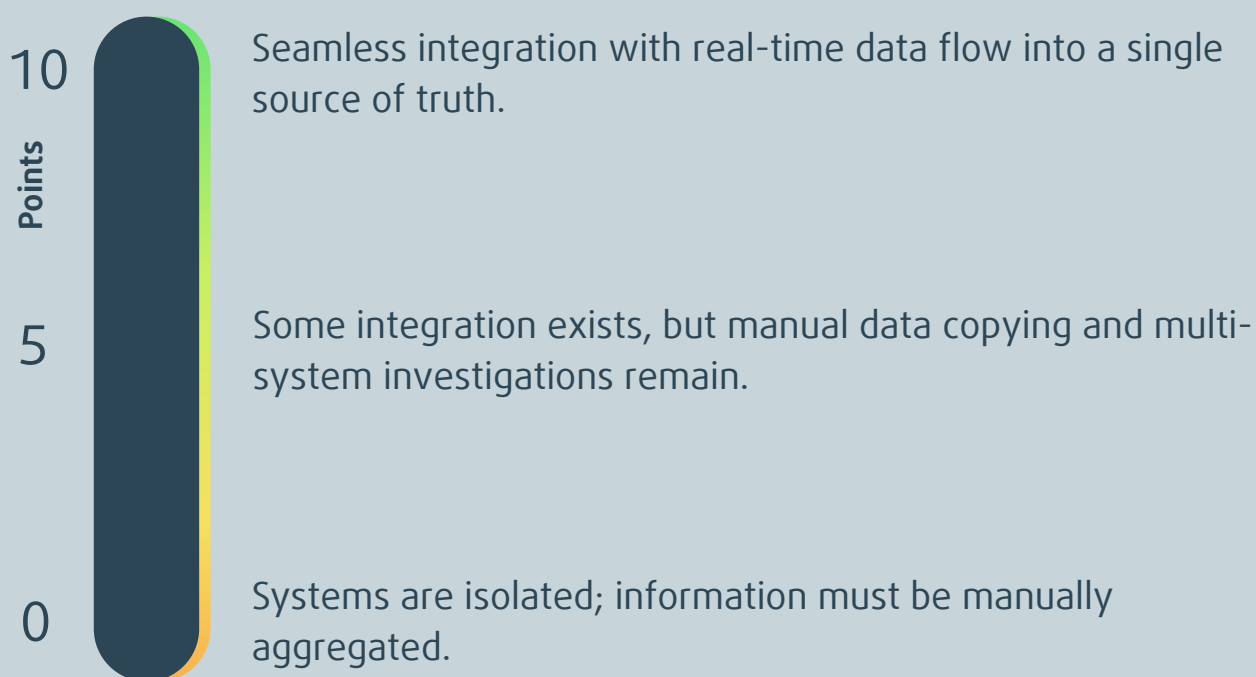


System Fragmentation

Question 10

To what extent are legacy manufacturing IT systems fragmented, limiting end-to-end visibility?

Consider: Number of systems required for visibility, automated data flow between MES, QMS, LIMS, manual copying, duplicate records, and sync delays.



Scoring Matrix



Total score:

Your Score Interpretation

Level 5:

Shopfloor is highly aligned and digitally connected.

Information flows seamlessly across shifts, teams, tiers and systems, enabling proactive decision-making and minimal operational friction. Focus on continuous optimization and scaling best practices across sites.

Level 4:

Operations are fundamentally sound, but inefficiencies still surface.

Information flow and collaboration work, yet manual steps, delays, or fragmented tools create avoidable overhead. Clear opportunities exist to improve transparency, speed, and cross-team alignment.

Level 3:

Teams work hard, but structural gaps slow performance.

Siloed information, inconsistent routines, and reactive firefighting prevent teams from operating at full potential. Addressing collaboration standards and system connectivity will unlock significant efficiency gains.

Level 2:

Operations are heavily fragmented across teams and systems.

Limited visibility, unclear ownership, and inconsistent escalation cause delays, rework, and frequent disruptions. Establishing standardized routines and a shared operational backbone is critical.

Level 1:

Severe gaps exist in communication, transparency, and collaboration.

Teams lack reliable information and shared context, resulting in constant firefighting and high operational risk. Immediate action is required to stabilize operations and restore control.

81–100 Points

Fully Streamlined
Operations

61–80 Points

Mature Shopfloor
Operations

41–60 Points

Partially Aligned
Operations

21–40 Points

Shopfloor
Operations Silos

0–20 Points

Critical Operations
Misalignment

3 High-Impact Improvements You Can Start With Next Week

#1 QUICK WIN

Turn Tier Meetings into a 10-Minute Decision Engine

Establish a simple standard that **separates transparency from discussion** and ensures every tier meeting focuses on **decisions**:

- ✓ Limit to **5 tier-relevant KPIs** with clear targets and thresholds
- ✓ KPI and production status shared **before the meeting**
- ✓ Clear **red / yellow / green** status per KPI and production area
- ✓ Mandatory **one-line context** for every non-green item (what happened, why, next step)
- ✓ Discussion limited to **exceptions, decisions, and escalations**

Why it works:

When status is visible and contextualized upfront, meetings shift from explaining numbers to resolving problems. This reduces noise and accelerates decision-making.

Impact:

Pharma facilities report faster escalation across tiers and improved clarity, reducing late interventions and improving adherence to the production schedule by **up to 10%**.



#2 QUICK WIN

Capture Context Where Production Data Is Created

Enable operators to **attach short, structured context directly to production events** (e.g. stops, slow cycles, ...):

- ✓ What happened (event type or reason code)
- ✓ Why it happened (best-known cause)
- ✓ What was tried or adjusted
- ✓ Impact on batch, output, or schedule

Why it works:

Production and sensor data explain what happened – but not why. Context added at the moment of the event turns raw data into actionable insight and prevents long investigations later.

Impact:

Pharma facilities reduce time-to-root-cause by **25–40%**, shorten issue resolution cycles, and significantly improve the quality of shift handovers and tier meetings.



#3 QUICK WIN

Make Every Task Traceable from Assignment to Closure

Replace informal task handovers with a **single, visible task flow** that spans shifts, teams and departments:

- ✓ Clear task description linked to the related issue or event
- ✓ One accountable owner (not a group)
- ✓ Priority and expected completion timeframe
- ✓ Status visible across shifts and teams until closure

Why it works:

Most delays are not caused by missing tasks, but by unclear ownership and lost follow-up across shifts and teams. Visibility and traceability drive accountability without adding bureaucracy.

Impact:

Clear task ownership and visibility tied to production issues allow pharma teams to intervene earlier and shortening time to restart after unplanned downtime by **10-20%**.

Want an Even Higher-Impact Improvement?

The improvements above can be started manually next week. But “manual” still means copying and reconciling data from spreadsheets, MES, and other systems – and chasing tasks and updates via email or Teams.

Shiftconnector will replace manual collaboration with shared, real-time operational clarity and automated workflows

Shiftconnector – Eliminating Manual Execution from Daily Operations

Shiftconnector addresses this exact challenge by connecting people, information, and actions into one continuous operational flow. It removes day-to-day friction and manual follow-ups so teams can focus on running production instead of chasing information.

- ❌ Copying KPIs and production status into spreadsheets
- ❌ Transferring issues from paper logs or notes
- ❌ Handing over tasks verbally or via email
- ❌ Chasing updates across shifts and departments
- ❌ Escalating late because context is missing

Shiftconnector provides:

- ✓ A single, shared operational view across shifts, teams, and tiers
- ✓ Live KPIs and production status enriched with operator context
- ✓ Structured digital handovers that ensure continuity across shifts
- ✓ Transparent task and issue tracking with clear ownership
- ✓ Seamless escalation based on shared visibility - not manual follow-up



The result is not automation for its own sake, but **clear execution, earlier decisions, and reliable follow-through**, even when production pressure increases.

Why It Matters?

Manual collaboration is a hidden source of delays and downtime. When information, context, and actions are connected, teams escalate earlier, decide faster, and stay aligned.

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Let us help you to get up to Level 5:

Get Your 20-Minute Shopfloor Operations Review

A short, practical walkthrough of your results – plus 2–3 targeted recommendations to reduce manual effort, improve decision speed, and increase schedule adherence.

Felix Michler, Head of Sales

