

**THE
DEFINITIVE GUIDE**
to
**SAFELY
REOPENING
YOUR
MANUFACTURING
FACILITY**



Contributors



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Abhishek Rai leads a team of Solution Engineers and Architects that design solutions to solve customers' business challenges, drive growth, transformation and ultimately, customer success. Abhishek has more than 15 years of experience and has worked with various leading organisations in their journey of Customer Management.



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Introduction

As the lockdown across India is lifted in stages, companies in the manufacturing sector are eager to restart their facilities. This reopening involves resuming a complex web of operations across manufacturing plants, shop floors, dealership outlets, and service centres. Additional complexities arise from an extended and intricate value chain, the geographical spread of operations, and a work environment that involves physical proximity and close contact between workers. But with a pandemic still raging, the tried and tested ways of working will need to be redesigned.



Challenges unique to the Indian manufacturing sector

As the economy gets back on track, Indian manufacturers need to ensure continuous production. Alongside this, they also need to establish new standard operating procedures (SOPs) in compliance with government regulations and to ensure workplace safety. Here's what makes the situation unique:



Several manufacturing plants are in red zone districts. For instance, almost half the **manufacturing plants of top FMCG companies** are located in COVID-19 hotspots.



Warehouses, factory plants, and company headquarters are usually spread out across different locations; hence tracing the movement of workers - on-field and off-field - can be daunting.



It's difficult to maintain social distance among workers on the shop floor or in canteens which function as a community hub.



Most factory workers migrated back to their villages and towns during the lockdown. This presents a two-fold challenge:

- Manufacturing workspaces may face a shortage of workforce
- Workers who travel back to resume work may have been exposed to COVID-19 and may unknowingly become carriers



Being able to periodically sanitise machines and tools used by different workers through the day poses a practical challenge.



Assembling products or manufacturing goods requires procuring raw material, equipment, or components from suppliers at a distance. The health status of workers who transport the material is unknown.



Dealership and sales outlets, service and repair centres see a lot of footfall from vendors, partners, and customers. Managing these visitors to protect revenues while also keeping the meet and greet as contactless as possible is tricky.

The reopening strategy and the role of technology

Any new SOP should factor in all manufacturing-related regulatory guidelines from authorities such as the [Union Ministry of Home Affairs regulations](#).

Technology can play a critical role in helping manufacturing companies adhere to these guidelines. More importantly, the right technology can help consolidate information in one place, giving manufacturers a panoramic view of evolving situations.

A single platform hosting applications, tools, and dashboards that provide real-time insights into metrics - including employee wellness, workforce availability, employee shift status, etc. - can be critical to a successful restart. Salesforce's [work.com](#) has been developed to help businesses reopen their workplaces quickly yet strategically. It helps business owners and management make data-driven 'no regrets' decisions, and helps keep your entire ecosystem of employees, partners, and customers safe during COVID-19 and beyond.

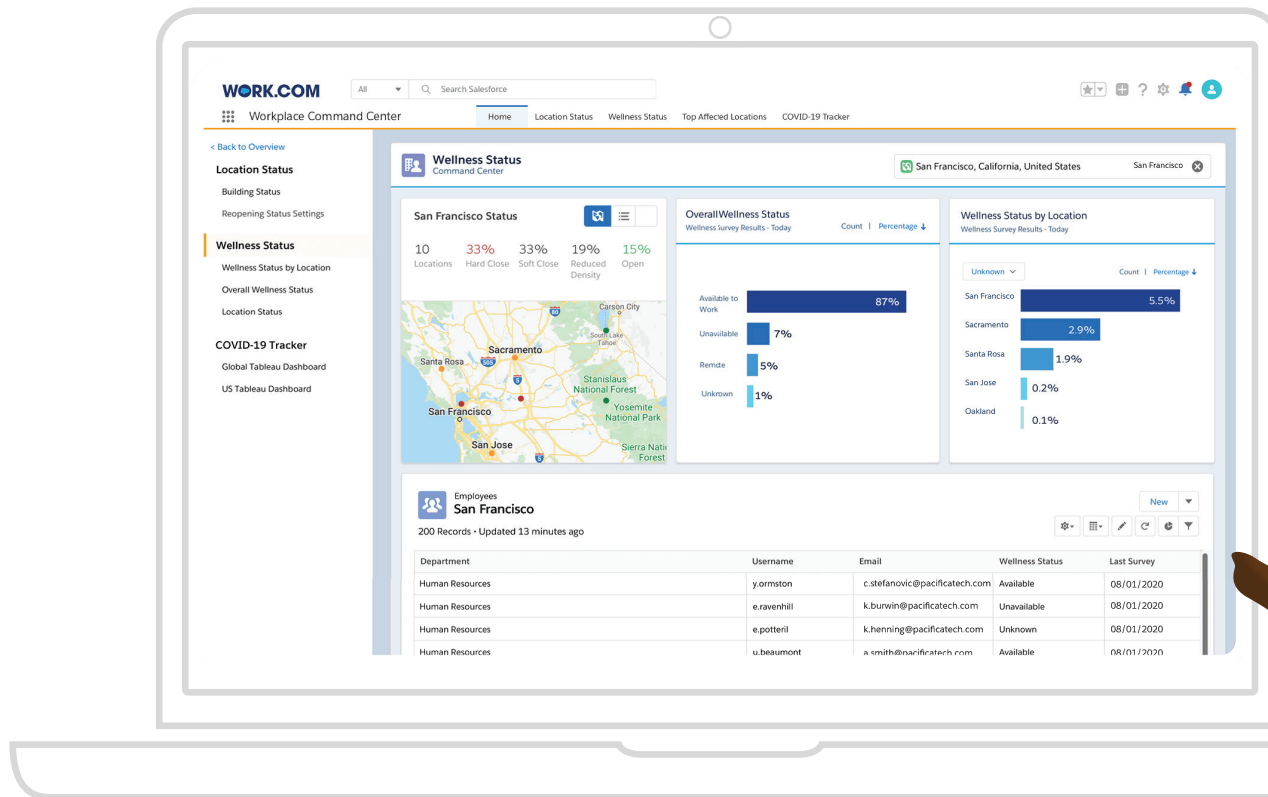
*Salesforce's comprehensive guide on **'How to Safely Reopen your Business'** includes tools, templates, and resources to help you craft your own reopening strategy. The guide includes a step-by-step back to work plan to create safe workspaces, ensure employee safety through stringent hygiene protocols and increase operational efficiency in a smart but staggered manner.*



Here's how manufacturers can leverage [work.com](https://www.work.com) to reopen their facilities:

Assess employee wellness

The **Employee Wellness Assessment module** helps you create and send customised web-based surveys that can help you ascertain if an employee is experiencing any COVID-19 related symptoms. You can also integrate this solution with government-sponsored apps like [Aarogya Setu](https://www.aarogya.setu.in).



Bring back workers in shifts

To observe social distancing norms while entering or exiting workplace premises, performing work, or eating in cafeterias, manufacturing companies need to get back workers in shifts. Equally critical is shift allocation and management for your field executives. Work.com's **Shift Scheduling** allows managers to determine the optimal number of employees needed in a particular shift, accept or reject shift requests from workers, and map the workforce density for each floor or facility.

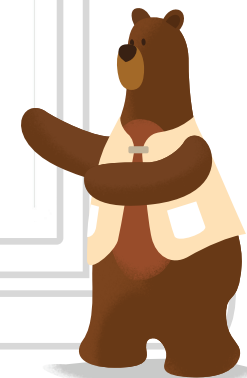
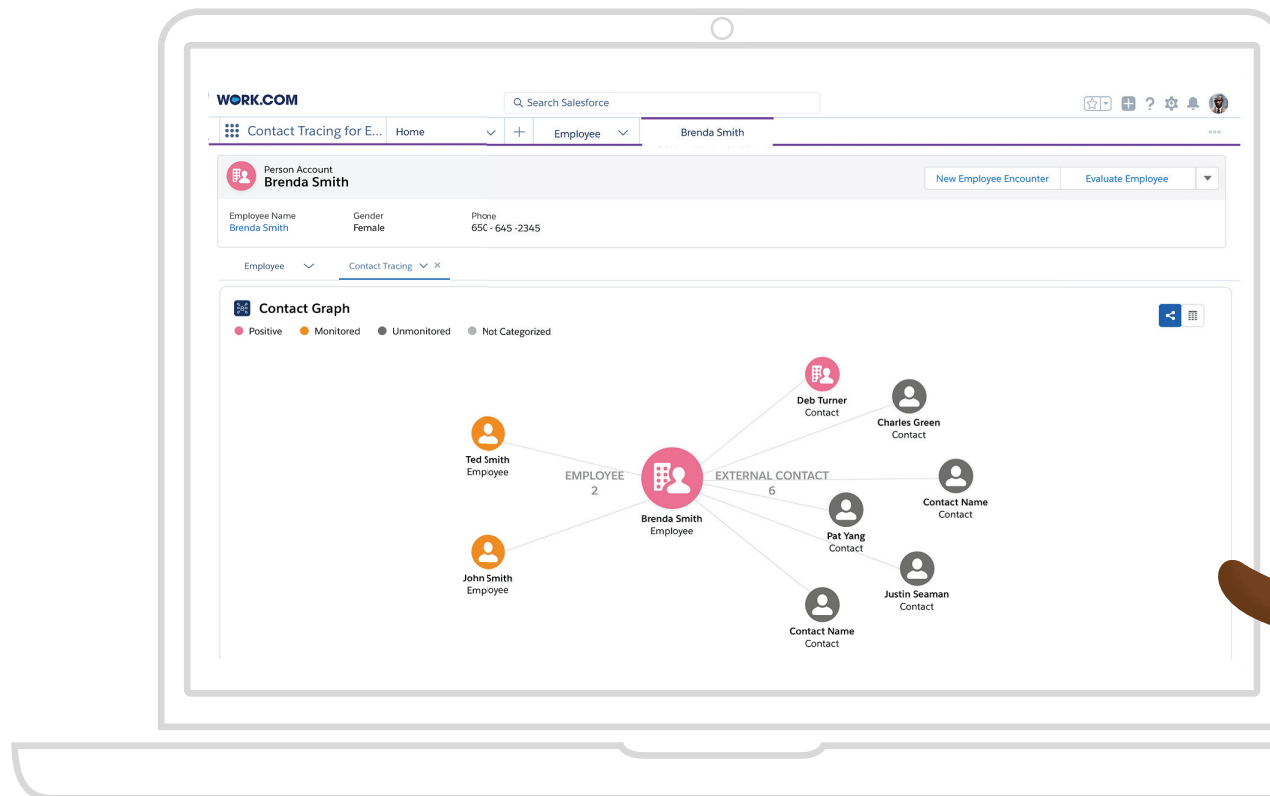
The screenshot displays the Salesforce Shift Management interface. The top navigation bar includes the 'Shift Management' tab, 'Field Service' dropdown, and user 'Daniel Tran'. The main view is a Gantt chart for the period 'Sun, Aug 2, 2020 - Sat, Aug 8, 2020'. The chart shows a grid of shifts across days (MON, 3 to FRI, 7) and time slots (12 AM, 6 AM, 12 PM, 6 PM). Employees are listed on the left, with their scheduled shifts represented by colored bars in the grid. A list of appointments is visible on the left side of the interface, including details like 'SA-1504 Scheduled Sunday'.

Employee	Shift	Day	Start Time	End Time
Amanda Peters	Accelerated PA	Mon, Aug 3, 2020	8:42 AM	10:00 AM
Ashley Michaels	Accelerated PA	Tue, Aug 4, 2020	8:40 AM	9:30 AM
Brooke Anderson	Accelerated PA	Sun, Aug 2, 2020	9:30 AM	10:00 AM
Dylan Wapsack	Accelerated PA	Thu, Aug 6, 2020	9:00 AM	9:45 AM
Israel Jones	Accelerated PA	Tue, Aug 4, 2020	8:15 AM	9:10 AM
Michah Peck	Accelerated PA	Mon, Aug 3, 2020	8:00 AM	8:30 AM
Ravi Vora	Accelerated PA	Sun, Aug 2, 2020	9:00 AM	9:00 AM
Johanna Heller	Alliances	Mon, Aug 3, 2020	8:45 AM	9:00 AM
Sara Faber	Alliances	Tue, Aug 4, 2020	9:00 AM	10:00 AM
Terence Conway	Alliances	Wed, Aug 5, 2020	6:00 AM	9:15 AM
Erin Forder	Alliances	Thu, Aug 6, 2020	8:15 AM	9:45 AM
Greg Woods	Alliances	Fri, Aug 7, 2020	8:45 AM	9:45 AM



Trace workforce movement

If an employee tests COVID-positive, contact tracing becomes critical. Whether it's tracing a worker on your premises, a field executive or a vendor partner such as a dealer, having an effective contract tracing mechanism will help you help those who may have come in direct contact with the infected person. **The Contact Tracing feature of Work.com** helps map the contact graph for each resource and contains the spread of the virus at the workplace and in the community.



SCHEDULED VISITS



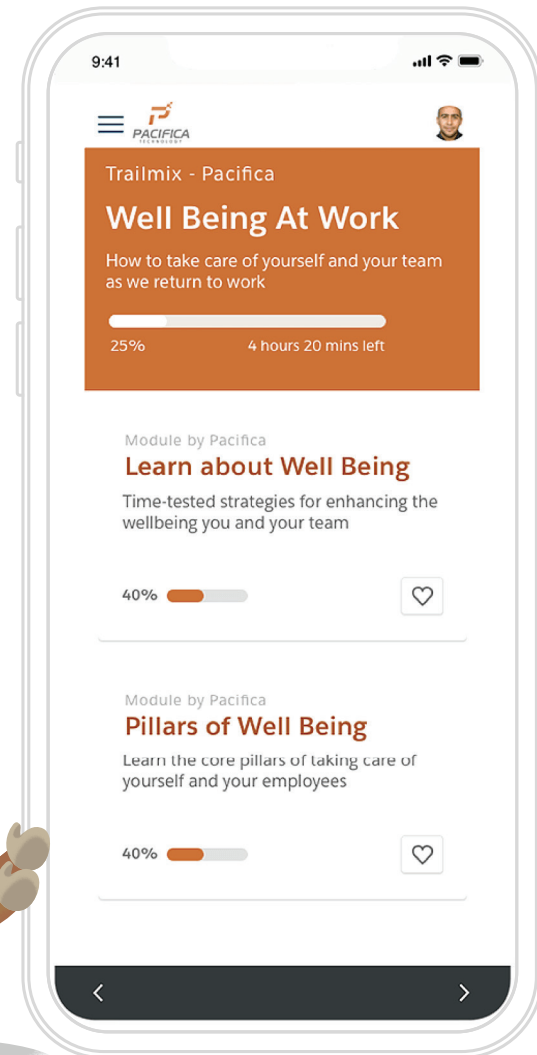
With [Work.com's](https://www.work.com)
Contact Tracing
you can ensure safety of
your field executives.



Train employees on new SOPs

Reskilling employees in the new modus operandi will equip them to respond much better to evolving situations.

Through [Work.com's myTrailhead app](#), organisations can train employees on new workplace regulations, whether related to working in the field or interacting with internal teams or customers.



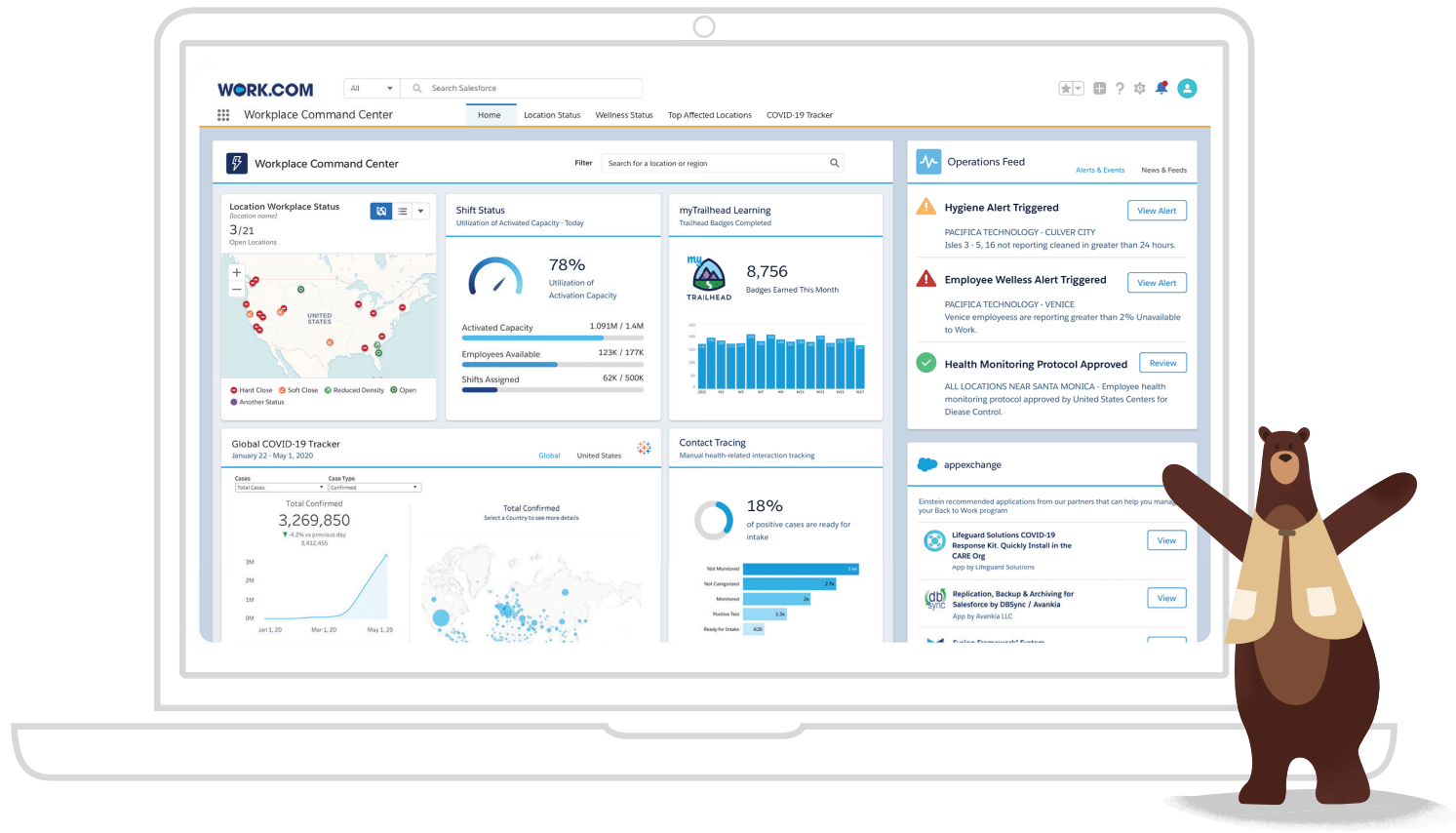
Respond with speed during emergencies

Through [Work.com's Emergency Response Management solutions](#), you can enable employee access to healthcare through digital self-service. The solution integrates information on hospitals, pharmacies and care facilities available in your community, helping employees access smart, personalised patient care during any crisis.



Build a Command Centre

Create a consolidated dashboard for your CXOs and senior managers to give them a bird's-eye view of all the steps outlined above, keep the leadership informed with real-time updates on the wellness status of their workforce, observation of hygiene and sanitisation, and preparedness to combat any emergencies. **Work.com's Workplace Command Centre** enables you to take command from a single hub and constantly calibrate your reopening strategy for a successful restart of your operations.





Work.com's
Command Centre
gives you visibility into all
your operation metrics

Floor 1



Do more than just reopening

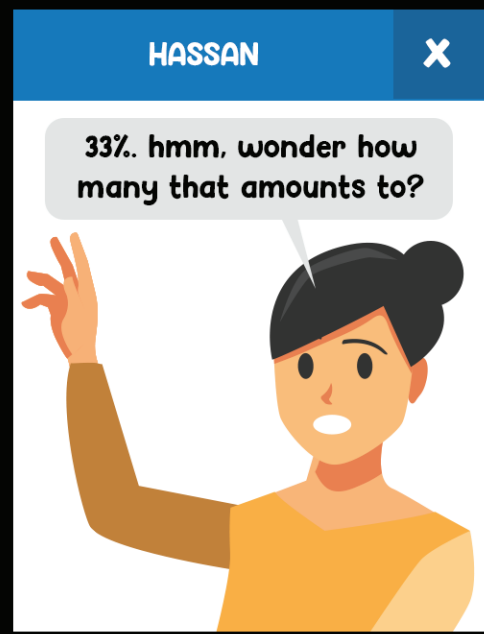
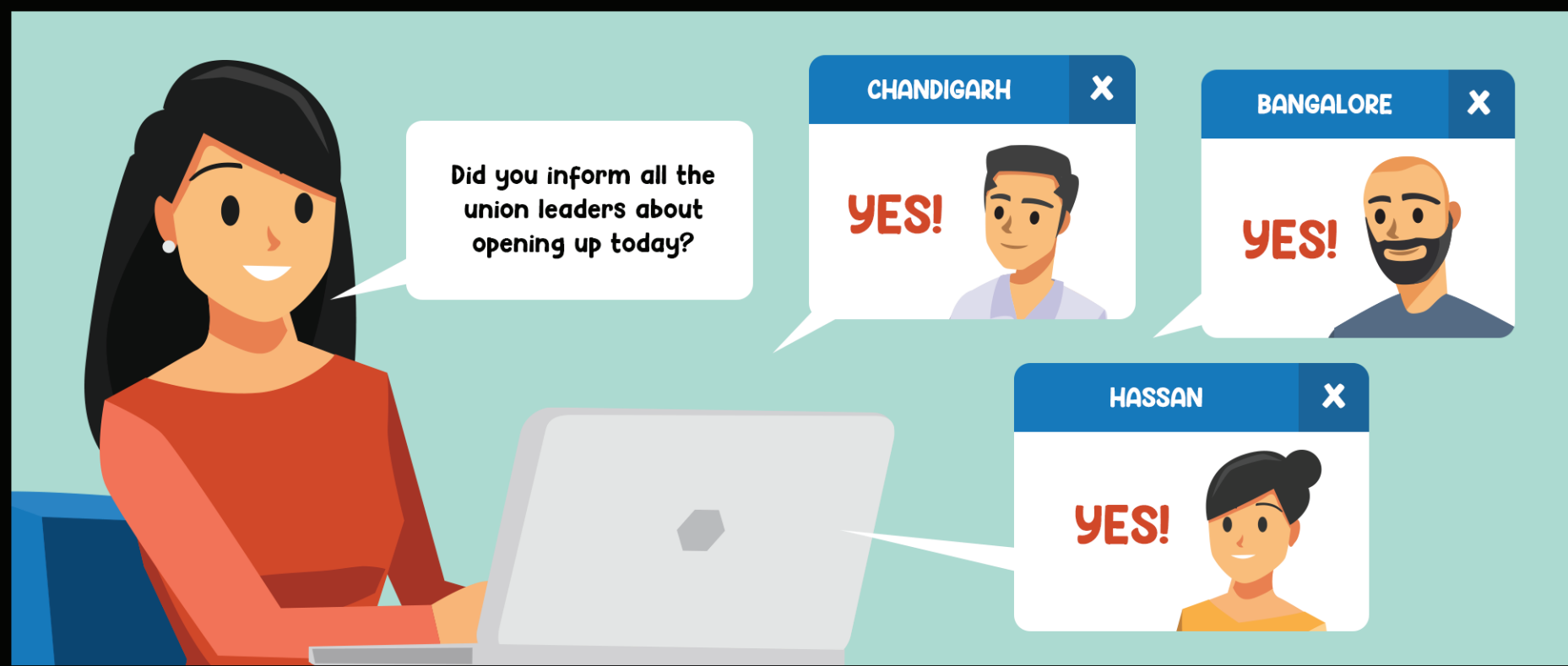
If anything, COVID-19 is a powerful lesson for businesses on crisis management. It has demonstrated how preparedness is the key to offset the impact of unexpected events. We can all use this opportunity to proactively build a crisis-resilient infrastructure that is ready for tomorrow, even beyond the COVID crisis.

Work.com has all the solutions you require to make informed decisions around reopening your manufacturing operations. A solution that allows you to easily integrate any in-house or partner applications, you can expand its scope to make your business crisis-proof and future-ready. Sign-up and get going right away.

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you mean?**
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KUMBH
MELA
HAI?!

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