

Conserving Knowledge within the Organization to Facilitate Continuous Resource Improvement through a Unique Six-Sigma Methodology

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Companies all over the globe, big and small, are facing a critical shortage of skilled high performing individuals due to aging workforce & changing demographics. The knowledge & expertise gathered from the licensor and actual field experience moves away from a manufacturer due to brain drain. While the explicit knowledge of the process/ technology gets transferred from the experienced employees to the newer ones, the implicit knowledge definitely gets lost. With tighter constraints on availability of trained engineering resources, while process manufacturing capacities have been going up, especially in the Middle East, the optimal utilization of resources becomes crucial for the manufacturers to address the growing gap between trained engineering people demand and supply.

Intelligent Process Operations Guidance™ [IPOG] program successfully helps in conserving all the knowledge & experience of the manufacturer's personnel and training the current personnel with not just the explicit information but also the implicit intelligence. The IPOG process takes advantage of the advances in data transmission, reconciliation & analysis to optimally utilize in-house and remote human and software resources and techniques.

Implementation of the program in the manufacturer's operation routine allows easy access to implicit knowledge, process history, modification history, equipment health status. All this becomes an important part of the training a new employee requires to be able to come to speed to operate the facility at highest possible efficiency. Training material laced with the right information and delivered through effective application of technology, mentoring, modeling and demonstration ensures the triumph of the IPOG Program.

Feedback data from the manufacturers has indicated that developing new personnel using IPOG Program's six-sigma DMAIC methodology has supported plant management in achieving a long term independent process ownership, efficiency & effectiveness.