WEBVTT

1
00:00:05.030 --> 00:00:30.400
David Wilkinson: Welcome everyone to this week's Red List Weekly webinar. Thank you so much for taking time to join us today we appreciate you coming and talking about these topics. I'm pleased to be joined today with David Wilkinson. Dave is actually one of our most senior employees here. Did you join before darlin, or after, darling, or is it right around the same time? Can you remember

2
00:00:30.880 --> 00:00:46.330
David Wilkinson: Dallas a little bit before? But yeah, I think he's might be the only one more senior. Now, yeah. Yeah. So other. I think you joined what in 2015 16. Yeah. So he's been here a long time. He's been talking to people that have

3
00:00:47.246 --> 00:01:02.159
David Wilkinson: all sorts of experiences in the heavy machinery industry. He's had thousands of conversations with people that are trying to look after these large industrial assets, and he's learned a lot of things along the way. So I'm pleased to be able to

4
00:01:02.430 --> 00:01:26.079
David Wilkinson: to introduce him today. This is his 1st webinar. So we're excited for that. So, Dave, I'm going to let you take it away to introduce our topic today. Beautiful thanks, Ray. Yeah. I guess I should clarify. It hasn't been quite that long since I've been here. It's been 6 or 7 years, but anyway, that's long in Red List. That's a long time for Red List.

5
00:01:26.240 --> 00:01:31.099
David Wilkinson: I'm grateful to join the day, you know this topic is

6
00:01:31.240 --> 00:01:34.550
David Wilkinson: is a fascinating one to me, and

7
00:01:35.760 --> 00:01:38.999
David Wilkinson: thousands of conversations over the years.

8
00:01:39.640 --> 00:01:44.470
David Wilkinson: Interestingly enough, many common themes seem to always come up.

9
00:01:45.390 --> 00:01:49.250
David Wilkinson: but this one, I would say, is the top of the list.

10
00:01:50.000 --> 00:01:56.149
David Wilkinson: When I, when I talk with reliability, professionals, maintenance managers.

11
00:01:56.290 --> 00:02:03.289
David Wilkinson: operations, officers from small companies all the way to some of the biggest companies in the world.

12
00:02:03.940 --> 00:02:05.699
David Wilkinson: This is a topic.

13
00:02:06.220 --> 00:02:13.880
David Wilkinson: you know if if I was in a large room right now, I would. I would ask people to just shout out what they thought that topic might be.

14
00:02:14.560 --> 00:02:20.570
David Wilkinson: and I'd probably get a variety of answers, and there are a variety of answers as to what that might be.

15
00:02:21.300 --> 00:02:24.360
David Wilkinson: But this one, like, I say, is the most consistent.

16
00:02:25.070 --> 00:02:31.909
David Wilkinson: And so today, what I've learned from thousands of these conversations is that if you don't address this.

17
00:02:32.390 --> 00:02:35.350
David Wilkinson: you're gonna be on the same cycle over and over again.

18
00:02:36.120 --> 00:02:40.910
David Wilkinson: It's just gonna be something that you deal with and a headache.

19
00:02:41.440 --> 00:02:43.379
David Wilkinson: And so let's dive into it.

20
00:02:43.560 --> 00:02:49.439
David Wilkinson: How to combat turnover in our space.

21
00:02:51.340 --> 00:02:53.049
David Wilkinson: Why is this even an issue

22
00:02:54.590 --> 00:03:01.650
David Wilkinson: in doing research on this? You know, a curiosity catches you. So as you look at research done on it.

23
00:03:01.920 --> 00:03:04.339
David Wilkinson: you can see some of the statistics

24
00:03:04.820 --> 00:03:07.839
David Wilkinson: of what the actual turnover rates are.

25
00:03:09.150 --> 00:03:15.269
David Wilkinson: So they range anywhere from the thirties to, you know, even as high as 50%.

26
00:03:16.580 --> 00:03:25.390
David Wilkinson: But even if you think about it on the low end, if you're having a 3rd of your maintenance and reliability workforce turnover

27
00:03:25.660 --> 00:03:27.400
David Wilkinson: on an annual basis.

28
00:03:28.450 --> 00:03:30.950
David Wilkinson: Then it's it's something you can't ignore.

29
00:03:31.170 --> 00:03:37.890
David Wilkinson: It's like the conversations that I have regularly, or a guy will say, Well, David, I just kind of expect

30
00:03:38.370 --> 00:03:46.949
David Wilkinson: that we're gonna have an increase in reactive maintenance, in failures in lost production

31
00:03:47.460 --> 00:03:52.330
David Wilkinson: because they they think of it as a cycle. Oh, yeah. Well, then, we're gonna go through the cycle again

32
00:03:52.600 --> 00:03:54.392
David Wilkinson: in this turnover happening.

33
00:03:56.240 --> 00:04:01.439
David Wilkinson: And so, like, I say, I, I can see why it's coming up as often it is as it is

34
00:04:02.050 --> 00:04:05.869
David Wilkinson: but people, the way that they usually phrase it is. They'll say something like.

35
00:04:06.390 --> 00:04:11.780
David Wilkinson: I'm being asked to do more with less manpower.

36
00:04:12.480 --> 00:04:15.789
David Wilkinson: So what I had 5 guys to do before. I now got to do with 3.

37
00:04:16.180 --> 00:04:18.270
David Wilkinson: I got a job post out there.

38
00:04:18.760 --> 00:04:26.259
David Wilkinson: and I hope somebody's gonna join and we're interviewing. But it's just another thing that's taking the guy who's responsible for all this is taking his time.

39
00:04:27.480 --> 00:04:32.019
David Wilkinson: And so it's it's a cycle that has a lot of residual effects.

40
00:04:32.230 --> 00:04:36.000
David Wilkinson: that if we can address it and address it effectively.

41
00:04:36.770 --> 00:04:42.789
David Wilkinson: that doing more with less manpower might not be such a such a difficult thing.

42
00:04:43.590 --> 00:04:50.169
David Wilkinson: we might be able to close the gap in the interim. Instead of having to work those 80Â h work weeks.

43
00:04:50.680 --> 00:04:55.610
David Wilkinson: we can. We can make more of a a seamless transition.

44
00:04:57.490 --> 00:04:59.709
David Wilkinson: So what are some of the ways that?

45
00:05:00.580 --> 00:05:08.559
David Wilkinson: Well, some of the really key drivers of this, that top one is very consistent

46
00:05:09.340 --> 00:05:11.160
David Wilkinson: dude. The workforce is aging.

47
00:05:12.520 --> 00:05:16.330
David Wilkinson: As I talk to professionals, they're saying, Look, the younger generation.

48
00:05:17.020 --> 00:05:26.579
David Wilkinson: these generations that are raising up. They even worry about their work ethic a little bit because they're looking at ways to get away from the industrial space. They don't want to get dirty.

49
00:05:26.960 --> 00:05:31.820
David Wilkinson: They don't want to put on the overalls. They don't want to, you know, mess with the grease and so forth.

50
00:05:32.890 --> 00:05:37.530
David Wilkinson: and this aging workforce John's retiring

51
00:05:37.870 --> 00:05:41.219
David Wilkinson: next month, or even a couple years from now.

52
00:05:42.120 --> 00:05:47.120
David Wilkinson: We got to think about that because he's not just leaving.

53
00:05:47.930 --> 00:05:49.560
David Wilkinson: He's taking what's up here.

54
00:05:51.000 --> 00:05:57.370
David Wilkinson: Ton of knowledge and expertise can't tell you how many times

55
00:05:57.880 --> 00:06:05.760
David Wilkinson: I'm speaking with. I have a large network of professionals in this space. In fact, my Linkedin account has about 18,000 professionals on it.

56
00:06:07.090 --> 00:06:10.790
David Wilkinson: and a lot of those are retirees.

57
00:06:12.080 --> 00:06:14.279
David Wilkinson: but in their profile guess what it says.

58
00:06:15.000 --> 00:06:19.910
David Wilkinson: It says they're now consultants, because what's happening is they're leaving.

59
00:06:20.740 --> 00:06:22.960
David Wilkinson: and the workplace can't live without him.

60
00:06:24.080 --> 00:06:25.860
David Wilkinson: And so they get regular calls.

61
00:06:26.520 --> 00:06:30.190
David Wilkinson: Hey, Joe, I'm experiencing this.

62
00:06:30.450 --> 00:06:31.880
David Wilkinson: Did you ever run into that?

63
00:06:34.120 --> 00:06:40.490
David Wilkinson: Yeah, just go back around here and you'll you'll see this little gauge, and you'll tighten it, and you should be fine

64
00:06:41.420 --> 00:06:45.210
David Wilkinson: anyway, if it's simple, they can walk them through it on a phone call.

65
00:06:45.520 --> 00:06:48.809
David Wilkinson: But more often than not these guys are getting paid good money.

66
00:06:49.120 --> 00:06:53.540
David Wilkinson: Did you come back? And they'll come on site for a couple of days.

67
00:06:54.750 --> 00:06:57.529
David Wilkinson: and people are trying to capture that knowledge.

68
00:06:59.770 --> 00:07:02.139
David Wilkinson: So that happens, the other thing that happens.

69
00:07:02.770 --> 00:07:05.949
David Wilkinson: Remember, nobody wants to work these 80Â h.

70
00:07:07.690 --> 00:07:10.379
David Wilkinson: He has to do more with less manpower. Right?

71
00:07:11.090 --> 00:07:21.780
David Wilkinson: So that high rate of we'll just demand on my time causes burnout and overwork.

72
00:07:22.870 --> 00:07:27.110
David Wilkinson: There's a lot of other residual effects that are associated with that

73
00:07:27.520 --> 00:07:32.900
David Wilkinson: that often lead to costly mistakes and other things. But the biggest thing.

74
00:07:33.780 --> 00:07:35.930
David Wilkinson: if people look for greener pastures.

75
00:07:37.610 --> 00:07:45.959
David Wilkinson: And so, you know, Bob says, go. Hey, my friend, and you guys know that people talk in this industry all the time.

76
00:07:46.730 --> 00:07:49.440
David Wilkinson: My friend just got a job where

77
00:07:49.720 --> 00:07:52.140
David Wilkinson: he's not having to put in those 80Â h.

78
00:07:52.440 --> 00:07:56.890
David Wilkinson: He's getting paid pretty darn well, as you guys know.

79
00:07:57.770 --> 00:08:05.000
David Wilkinson: we're you know what we're getting paid seems to be going up because we have to pay more to get people that they're good to come on the job. Well.

80
00:08:05.280 --> 00:08:09.389
David Wilkinson: so Bob just goes over with his friend.

81
00:08:09.850 --> 00:08:13.680
David Wilkinson: and he takes all that knowledge with him, and oh, crap!

82
00:08:13.870 --> 00:08:19.390
David Wilkinson: We just finished training, Bob. He! We sent him off to this course that we paid tens of thousands for.

83
00:08:21.220 --> 00:08:27.420
David Wilkinson: And now all that knowledge is gone. So hey, we're back in that cycle. Oh, we gotta hire somebody else and send them through the same training.

84
00:08:28.570 --> 00:08:32.150
David Wilkinson: Anyway, Burnout leads to a lot of things.

85
00:08:33.130 --> 00:08:36.440
David Wilkinson: We'll talk a little bit more about this lack of career growth here in a little bit.

86
00:08:37.049 --> 00:08:40.529
David Wilkinson: but it's a very, very key part of this.

87
00:08:40.820 --> 00:08:45.049
David Wilkinson: because people want to feel like they're advancing

88
00:08:45.920 --> 00:08:49.940
David Wilkinson: and like they're getting the fulfillment that they sought out of this job

89
00:08:50.840 --> 00:08:52.970
David Wilkinson: the last one I've already touched on here.

90
00:08:53.730 --> 00:08:55.690
David Wilkinson: But the shrinking Talent Pool.

91
00:08:58.350 --> 00:09:03.590
David Wilkinson: you know we're trying. We're trying in the industry to get more attention on this.

92
00:09:03.810 --> 00:09:07.689
David Wilkinson: to get more people to come and say, This is a good career path.

93
00:09:08.000 --> 00:09:16.139
David Wilkinson: Come, join it, and we have to prepare ourselves properly to accommodate it.

94
00:09:16.710 --> 00:09:20.030
David Wilkinson: When that telco cups.

95
00:09:20.600 --> 00:09:22.560
David Wilkinson: In fact, we want to get them talking.

96
00:09:22.940 --> 00:09:27.870
David Wilkinson: We want to get them doing, some doing, being an active part

97
00:09:28.170 --> 00:09:32.640
David Wilkinson: of increasing that talent pool and attracting others.

98
00:09:32.890 --> 00:09:33.880
David Wilkinson: So

99
00:09:34.700 --> 00:09:45.021
David Wilkinson: anyway, I don't know if any of you guys want to put anything in the chat but Ray, as a moderator, if you see anything, come in, let me know, and we'll address it as we go through this. But

100
00:09:45.910 --> 00:09:55.169
David Wilkinson: it's funny that you talk about that shrinking Talent Pool. I remember a few years ago reading an article. I also work in Hr, so I come across this stuff all the time, and

101
00:09:55.724 --> 00:10:04.330
David Wilkinson: especially with Gen. Z. When they were in high school. They did a survey of Gen. Z. Workers, and 60% of them

102
00:10:04.390 --> 00:10:29.619
David Wilkinson: wanted to be influencers, which is crazy. That's an enormous rate. So you're not going to have, you

know, a lot of young workers even looking in this area. And then that kind of combined with Covid. What happened over that time the workforce was hot. Everyone was desperate to hire, but couldn't find anyone, so it was really beneficial to Job. Hop to keep getting increases in your pay. I feel like we're still seeing the ramifications of that. Do you feel like you've seen that, Dave?

103
00:10:29.620 --> 00:10:39.180
David Wilkinson: Oh, there's no question about it that what that that story I shared about Bob. It's very, very real. It's very real. The frustration is this balance that we've got

104
00:10:39.220 --> 00:10:48.829
David Wilkinson: out there between? Well, I hear a lot. A lot of adjectives used to describe the the new workforce out there.

105
00:10:49.170 --> 00:10:51.090
David Wilkinson: We've got to be able to address it.

106
00:10:51.820 --> 00:10:53.969
David Wilkinson: I call it living in the Amazon world.

107
00:10:54.200 --> 00:11:10.270
David Wilkinson: that influencer thing that you mentioned, Ray, I mean, let's be clear on what that means. Influencer basically means I want to be on social media all the time I want to post. I want people to like me. I want people that I want to get paid by advertisers to be on social media all day.

108
00:11:11.240 --> 00:11:12.680
David Wilkinson: and you know what

109
00:11:13.000 --> 00:11:17.519
David Wilkinson: we have what we call doom scrolling right where, hey? I was looking at statistics just recently.

110
00:11:18.170 --> 00:11:21.510
David Wilkinson: and a guy said, on a daily basis.

111
00:11:21.940 --> 00:11:24.670
David Wilkinson: People are scrolling on this little screen

112
00:11:25.050 --> 00:11:28.069
David Wilkinson: the length of the Empire State building every day.

113
00:11:29.237 --> 00:11:31.859
David Wilkinson: Is that interesting? Yeah, it is.

114

00:11:32.740 --> 00:11:36.609
David Wilkinson: That's what Gen. Z. Or whatever the upcoming generation is.

115
00:11:36.840 --> 00:11:38.619
David Wilkinson: We gotta be aware of that.

116
00:11:38.960 --> 00:11:43.250
David Wilkinson: like, I say, I call it living in the Amazon world. They're so used to tap, tap on a screen

117
00:11:43.370 --> 00:11:46.889
David Wilkinson: to accomplish what they need to do and to get it done.

118
00:11:47.420 --> 00:11:53.850
David Wilkinson: And it has to be that simple as well, it's so capturing that that

119
00:11:53.950 --> 00:12:01.600
David Wilkinson: knowledge that we talked about and putting it in the the palms of people is hugely violent.

120
00:12:01.860 --> 00:12:07.140
David Wilkinson: We're gonna talk about that a little bit more later. But I'll I'll just tell you you're in a doom loop

121
00:12:07.290 --> 00:12:09.589
David Wilkinson: if you're gonna stick with paper.

122
00:12:10.180 --> 00:12:17.739
David Wilkinson: and you know, number 2 on the list of what I hear people talk about all the time would probably have to be. We've got to digitize.

123
00:12:18.350 --> 00:12:22.070
David Wilkinson: We've gotta do this because there's no way

124
00:12:22.540 --> 00:12:49.260
David Wilkinson: to keep doing consistently what we've done in the past. We just won't be efficient and effective doing that. So you actually remind me, I had a call with a partner a couple of weeks ago, where they said, Yeah, this the new workers don't want to think too much about what they want to do. They want to be told what to do. They don't want to have to keep it all in their head and remember it. They just want it to be told to them so they can go do it. So it's so funny that you mentioned that, because even I've had conversations where

125
00:12:49.640 --> 00:12:56.919
David Wilkinson: that comes up Ray. That's an interesting comment. Because knowledge workers.

126
00:12:57.100 --> 00:12:59.569

David Wilkinson: when we think about knowledge workers.

127
00:12:59.990 --> 00:13:05.089
David Wilkinson: we want to be able to give them that ability to think.

128
00:13:05.610 --> 00:13:10.039
David Wilkinson: But if I'm going to tell them what to do. There's 2. There's 2 camps that I give in.

129
00:13:10.350 --> 00:13:24.699
David Wilkinson: and I want to be very specific about these camps. Camp number one is the guy who, hey? He's gonna rebuild that gearbox, and he can do it, and he can do it well, and he's been trained on doing that. And that's very important.

130
00:13:25.480 --> 00:13:29.929
David Wilkinson: Camp number 2 is. Well, I just call it.

131
00:13:30.900 --> 00:13:34.099
David Wilkinson: It's the guy wet behind the ear. So I just hired.

132
00:13:34.870 --> 00:13:40.969
David Wilkinson: and he does need to be told everything to do, and I need to give him the tools to do it effectively.

133
00:13:41.510 --> 00:13:45.749
David Wilkinson: These are these are tasks that aren't so knowledge intensive.

134
00:13:47.150 --> 00:13:52.890
David Wilkinson: but they're tasked. They need information to do. Well, notice the distinction here.

135
00:13:53.190 --> 00:14:04.640
David Wilkinson: Knowledge intensive. I've been trained. I went through courses. I probably have maybe even a degree, in something like a mechanical engineering or other things where I've got to get in

136
00:14:05.390 --> 00:14:10.760
David Wilkinson: and really understand what's going on versus

137
00:14:10.970 --> 00:14:23.730
David Wilkinson: again, knowledge required. But if I put it at their fingertips, attack like Ray was saying, I'm telling them exactly what to do. I'm walking them through it. They have visual aids. They have videos. They have other things that will help them

138
00:14:23.850 --> 00:14:25.360
David Wilkinson: be successful at it.

139
00:14:25.490 --> 00:14:29.336
David Wilkinson: I can do the simple things the really

140
00:14:30.400 --> 00:14:35.750
David Wilkinson: get at the root causes of most of what we deal with in asset health and reliability.

141
00:14:37.040 --> 00:14:40.270
David Wilkinson: so that I can be proactive, preventative, and predictive.

142
00:14:41.510 --> 00:14:49.660
David Wilkinson: So again, we'll get into that here a little bit later, but a great comment, Ray, all right.

143
00:14:50.840 --> 00:14:55.579
David Wilkinson: I touched on a couple of these, but I want to highlight them even a little bit further.

144
00:14:56.840 --> 00:15:02.290
David Wilkinson: Oh, everybody cares about productivity.

145
00:15:03.470 --> 00:15:06.749
David Wilkinson: My bonus is dependent on it. I hear that all the time.

146
00:15:07.710 --> 00:15:14.070
David Wilkinson: and as such downtime affects my ability to get

147
00:15:14.750 --> 00:15:21.640
David Wilkinson: well, get food on my table. I really get down to it. I'm doing this. I go to. I go to work.

148
00:15:22.000 --> 00:15:25.680
David Wilkinson: I don't live to work. I go to work to live.

149
00:15:27.050 --> 00:15:31.390
David Wilkinson: And as such, if productivity is going well.

150
00:15:31.810 --> 00:15:39.449
David Wilkinson: And hey, I'm gonna hit my bonuses. I'm not gonna worry about my vacation time I'm gonna get those things are gonna go the way that I want.

151
00:15:40.210 --> 00:15:46.899
David Wilkinson: But if it declines -oh, we start running in emergency mode.

152
00:15:47.680 --> 00:15:52.730
David Wilkinson: So that's the 1st thing that we want to talk about is the huge effect on that.

153
00:15:53.780 --> 00:15:58.970
David Wilkinson: But this safety one is huge. Remember what I said when we're tired and we're overworked.

154
00:15:59.220 --> 00:16:01.000
David Wilkinson: A residual effect of that.

155
00:16:02.380 --> 00:16:04.640
David Wilkinson: The studies show that there's a correlation.

156
00:16:04.780 --> 00:16:06.109
David Wilkinson: It's a safety risk.

157
00:16:07.240 --> 00:16:11.299
David Wilkinson: Similarly, when I bring on a new person.

158
00:16:12.300 --> 00:16:14.529
David Wilkinson: and they want to be told what to do.

159
00:16:16.300 --> 00:16:19.770
David Wilkinson: I'm going to highlight the story here about 50 punts of product.

160
00:16:20.750 --> 00:16:22.830
David Wilkinson: This was told in a conversation

161
00:16:23.090 --> 00:16:24.949
David Wilkinson: for the person in your shoes.

162
00:16:26.210 --> 00:16:30.290
David Wilkinson: They've trained a person. That person shadowed for a while, and

163
00:16:31.420 --> 00:16:38.530
David Wilkinson: what they saw the person do was go, and they just pumped until they thought it was full well.

164
00:16:38.860 --> 00:16:43.130
David Wilkinson: this person now was in charge of it, and they were doing the route, and

165
00:16:43.450 --> 00:16:46.110

David Wilkinson: they went to pump grease, and they just kept pumping and pumping

166
00:16:46.890 --> 00:16:49.660
David Wilkinson: until they saw a little overflow and like, Okay, we're done.

167
00:16:50.580 --> 00:16:54.580
David Wilkinson: Well, that's not exactly what the trainer had intended, and, in fact

168
00:16:56.530 --> 00:17:00.789
David Wilkinson: well, you all know what happens when you over grease. Well, in this case.

169
00:17:04.136 --> 00:17:06.210
David Wilkinson: as it says here in the note

170
00:17:07.390 --> 00:17:11.720
David Wilkinson: the temperature went up so high that it almost sparked a fire.

171
00:17:12.890 --> 00:17:19.359
David Wilkinson: Luckily it was prevented, but in the same conversation the person had stories of

172
00:17:20.000 --> 00:17:24.349
David Wilkinson: when it wasn't permission. So we want to make sure

173
00:17:24.670 --> 00:17:29.360
David Wilkinson: that we're aware of some of these safety risks that we want to hedge against

174
00:17:30.430 --> 00:17:33.739
David Wilkinson: the increased cost. Again I touched on that a little bit.

175
00:17:34.380 --> 00:17:36.660
David Wilkinson: Expenses add up.

176
00:17:37.170 --> 00:17:40.661
David Wilkinson: I'm paying people more overtime. I'm paying people more

177
00:17:41.270 --> 00:17:48.139
David Wilkinson: they're being more reactive. And so I'm having more breakdowns because they're not getting to the basics of the day to day. Pm's

178
00:17:48.951 --> 00:17:51.559
David Wilkinson: here's an interesting story again.

179
00:17:54.010 --> 00:17:56.030
David Wilkinson: This one talked about

180
00:17:56.250 --> 00:18:03.599
David Wilkinson: how they stored their fluids. So you got hydraulic fluids and you got your lubricants. They're stored in the same place.

181
00:18:04.680 --> 00:18:08.950
David Wilkinson: Well, lack of training increased costs.

182
00:18:09.680 --> 00:18:15.100
David Wilkinson: people trying to do their job well.

183
00:18:15.660 --> 00:18:19.190
David Wilkinson: Sometimes they mix the fluids not intentionally.

184
00:18:19.700 --> 00:18:22.150
David Wilkinson: But when you put hydraulic fluid in, we're

185
00:18:22.880 --> 00:18:25.059
David Wilkinson: and all the grease is supposed to be put.

186
00:18:26.149 --> 00:18:27.369
David Wilkinson: What happens?

187
00:18:28.410 --> 00:18:32.640
David Wilkinson: Well, you have to flush. The whole system gets very costly.

188
00:18:33.990 --> 00:18:37.970
David Wilkinson: I hear stories like this all the time, and

189
00:18:38.260 --> 00:18:41.160
David Wilkinson: we want to make sure that we do something

190
00:18:42.050 --> 00:18:46.849
David Wilkinson: that can hedge against these very costly things

191
00:18:48.970 --> 00:18:53.539
David Wilkinson: that last one of operational bottom bottlenecks. I'm not gonna speak too much to that, but

192
00:18:55.680 --> 00:18:58.790
David Wilkinson: again has to do more with less manpower.

193
00:18:59.260 --> 00:19:02.830
David Wilkinson: Sorry this is higher priority than that over there.

194
00:19:03.140 --> 00:19:07.909
David Wilkinson: And while both affect production, this is the one that's getting attention today.

195
00:19:09.140 --> 00:19:11.660
David Wilkinson: And so we're going to give that attention

196
00:19:12.340 --> 00:19:13.890
David Wilkinson: until we get to that thing.

197
00:19:15.370 --> 00:19:19.770
David Wilkinson: Limited manpower sometimes leads to like, I say, 80Â h work week.

198
00:19:19.950 --> 00:19:26.160
David Wilkinson: But anyway, any any comments coming in the chat? Yes, there are a couple.

199
00:19:26.690 --> 00:19:55.869
David Wilkinson: Mike, thank you for letting us know that the chat is disabled. You did the perfect thing by putting it in the Q. And a so he says, field Workforce, for some industries are projects and seasonal based, and this can contribute to migratory workforces. However, companies need to care, train and sustain core full time workforce leadership. These activities include hands on and mental training awarding for achievements and leadership assignments to complement the investment key employee of key employee teams.

200
00:19:56.320 --> 00:20:05.680
David Wilkinson: So thank you so much for hey, Mike, can you do a webinar for us? That's really key, because you touched on a couple of things that I think are really vital.

201
00:20:05.860 --> 00:20:06.860
David Wilkinson: and

202
00:20:07.280 --> 00:20:15.709
David Wilkinson: I'll speak to that here in a little bit on the on the next slide here. But yeah, that's that's huge. I'm going to give you a formula that helps with that here in a second.

203
00:20:16.790 --> 00:20:30.639
David Wilkinson: Okay? Awesome. Any other comments. So let's move on to this because we want to actually mitigate this right? We want to address this issue. So, Mike, you you touched on a couple of key points for this

204
00:20:31.262 --> 00:20:36.570
David Wilkinson: but the 1st thing you can see right from what you just said. We want good mentors.

205
00:20:36.950 --> 00:20:38.729
David Wilkinson: and we've got a cross train.

206
00:20:39.260 --> 00:20:46.689
David Wilkinson: So what will often happen in companies that are doing really well at this is they'll have

207
00:20:47.010 --> 00:20:48.689
David Wilkinson: a new hat for a day.

208
00:20:49.020 --> 00:20:53.049
David Wilkinson: So this is my typical job. But I'm gonna go learn this.

209
00:20:53.160 --> 00:20:57.089
David Wilkinson: This is really helpful in your maintenance reliability teams in particular.

210
00:20:57.500 --> 00:21:03.059
David Wilkinson: Okay? Because you know standard mechanics. Sometimes they'll say, Well, that's not my job.

211
00:21:03.990 --> 00:21:07.859
David Wilkinson: But if I can cross, train them a little bit, and I get more of a team. Feel

212
00:21:08.630 --> 00:21:13.570
David Wilkinson: on some things. He can pick up some of the slack when necessary.

213
00:21:14.280 --> 00:21:18.455
David Wilkinson: Similarly, you

214
00:21:29.650 --> 00:21:34.120
David Wilkinson: me the opportunity to do what we call operator based care

215
00:21:34.960 --> 00:21:38.709
David Wilkinson: and talk about that a little bit more at the bottom of the screen.

216
00:21:39.190 --> 00:21:41.830
David Wilkinson: But some of the basic tasks

217

00:21:42.080 --> 00:21:46.750
David Wilkinson: they're already having to do. Anyway, the inspections, the cleaning.

218
00:21:47.210 --> 00:21:50.150
David Wilkinson: And I might even be able to get them to do basic loop tasks.

219
00:21:51.700 --> 00:21:54.580
David Wilkinson: I want to train them to pay attention to symptoms

220
00:21:54.850 --> 00:21:57.599
David Wilkinson: that might be prerequisite to failure. Even

221
00:21:58.450 --> 00:22:02.600
David Wilkinson: so, I might put I put right here retaining knowledge before it walks out the door.

222
00:22:03.110 --> 00:22:04.010
David Wilkinson: Well.

223
00:22:04.190 --> 00:22:10.009
David Wilkinson: I'm gonna put digital hands or digital tools in the hands of as many people as I can, including operators

224
00:22:10.990 --> 00:22:13.469
David Wilkinson: so that they can start to document things

225
00:22:14.800 --> 00:22:19.090
David Wilkinson: in their inspections. I might say, Hey, this symptom.

226
00:22:20.190 --> 00:22:22.490
David Wilkinson: This is how you recognize the symptom.

227
00:22:23.920 --> 00:22:26.180
David Wilkinson: This is what I need you to put in

228
00:22:26.360 --> 00:22:29.040
David Wilkinson: the daily inspection form that you're supposed to be doing.

229
00:22:30.080 --> 00:22:34.940
David Wilkinson: and I can trigger automatic work orders for it and so forth. But oh.

230
00:22:35.640 --> 00:22:37.620

David Wilkinson: one of the things I mentioned earlier.

231
00:22:38.720 --> 00:22:40.430
David Wilkinson: so I want to hit on again.

232
00:22:41.120 --> 00:22:45.220
David Wilkinson: Remember, I talked about Joe going to work with his buddy.

233
00:22:46.750 --> 00:22:56.640
David Wilkinson: Well, whether you like it or not. Your brand has a reputation, and that brand reputation gets talked about.

234
00:22:57.550 --> 00:23:01.099
David Wilkinson: When Mike talked about proper incentives and other things.

235
00:23:01.440 --> 00:23:05.009
David Wilkinson: People know what's going on down the street.

236
00:23:07.000 --> 00:23:08.790
David Wilkinson: and I need to be ahead of that.

237
00:23:09.570 --> 00:23:12.049
David Wilkinson: I need to get people excited about coming.

238
00:23:13.580 --> 00:23:19.949
David Wilkinson: So it's a given that I've got to have the competitive ways benefit and so forth. Career pathways.

239
00:23:20.090 --> 00:23:25.330
David Wilkinson: But this autonomy mastery, purpose, Mike. I told you I'd give you a simple formula.

240
00:23:26.530 --> 00:23:32.389
David Wilkinson: There's a guy named Daniel Pink. He's a very well well-known psychologist and author.

241
00:23:33.440 --> 00:23:38.000
David Wilkinson: and he he coined this phrase, autonomy, mastery, purpose.

242
00:23:39.100 --> 00:23:49.220
David Wilkinson: And what he said was, this people aren't leaving the workplace because of pay. Most of the time

243
00:23:50.090 --> 00:23:53.440
David Wilkinson: they'll work for lower pay than somebody who's offering more.

244
00:23:54.150 --> 00:23:56.350
David Wilkinson: If these 3 things are in place.

245
00:23:57.830 --> 00:24:00.040
David Wilkinson: Autonomy simply means

246
00:24:00.880 --> 00:24:06.569
David Wilkinson: you're giving me the reins to do my job and to do it the way that I know I need to do it

247
00:24:07.700 --> 00:24:09.040
David Wilkinson: do it effectively.

248
00:24:10.370 --> 00:24:16.469
David Wilkinson: Mastery means you're helping me to get better and better at it.

249
00:24:17.050 --> 00:24:20.839
David Wilkinson: Or, in other words, I have the training that I need

250
00:24:21.070 --> 00:24:23.910
David Wilkinson: to be the master of my profession.

251
00:24:24.790 --> 00:24:28.549
David Wilkinson: and you're trusting that I am the master of my profession.

252
00:24:29.890 --> 00:24:34.130
David Wilkinson: The 3rd one is purpose. Now this is, there's 2 prongs to this purpose.

253
00:24:34.740 --> 00:24:37.790
David Wilkinson: Purpose number one is, I have to feel like

254
00:24:38.420 --> 00:24:40.920
David Wilkinson: I believe, in what my company stands for.

255
00:24:43.720 --> 00:24:48.970
David Wilkinson: Purpose number 2, so I better understand what's important to that employee in his life.

256
00:24:50.700 --> 00:24:55.970
David Wilkinson: And does this fit what I am seeking to do in my own life, and to accomplish?

257

00:24:59.230 --> 00:25:04.690
David Wilkinson: So again, autonomy, mastery, purpose, as I mentioned before.

258
00:25:04.950 --> 00:25:08.580
David Wilkinson: If we're not leveraging digital solutions.

259
00:25:09.940 --> 00:25:11.850
David Wilkinson: then we're gonna die of slow down.

260
00:25:13.620 --> 00:25:16.789
David Wilkinson: And we could have the best outcomes and products in the world.

261
00:25:18.950 --> 00:25:23.600
David Wilkinson: but because we're not doing it efficiently, our costs are more.

262
00:25:25.210 --> 00:25:28.409
David Wilkinson: And so I'm gonna move on to the last part of this

263
00:25:29.800 --> 00:25:36.469
David Wilkinson: and talk a little bit more about how we can use tech to mitigate some of these

264
00:25:36.640 --> 00:25:38.609
David Wilkinson: ray. Is there any more comments that have come in?

265
00:25:38.810 --> 00:26:06.889
David Wilkinson: No, not right now? Just one from me, I guess. Thanks for you may have had some feedback loop there, I see. When Dave got a call it exited his phone from the from the chat, the one that he's gonna use to present. So I just wanted to add mine. And of course you have to be as quick as you can to to mute everything. So you don't get that feedback loop. But it wasn't quite quick enough. So I appreciate you guys, sometimes technology doesn't always want to be a friend, but we try our best.

266
00:26:07.210 --> 00:26:09.739
David Wilkinson: Alright. I'm gonna try and rejoin the meeting on my

267
00:26:10.040 --> 00:26:16.599
David Wilkinson: okay mobile device here, and I've got my mobile device ready if yeah, having any issues. Alright.

268
00:26:16.990 --> 00:26:17.990
David Wilkinson: Well.

269
00:26:18.500 --> 00:26:24.390
David Wilkinson: this is one of my favorite things to do, because when I, when I come in and have the opportunity to

270
00:26:24.870 --> 00:26:29.730
David Wilkinson: show solutions like this. It's often in a live teams meeting.

271
00:26:30.380 --> 00:26:34.800
David Wilkinson: and in that teams meeting. Why I like it so much

272
00:26:35.490 --> 00:26:38.310
David Wilkinson: is, I'll often hear things like

273
00:26:39.450 --> 00:26:43.390
David Wilkinson: Man. I I didn't even know I could do that, or

274
00:26:43.810 --> 00:26:48.050
David Wilkinson: I've been looking for something like that for years to help accommodate what I'm doing here.

275
00:26:48.450 --> 00:26:48.890
David Wilkinson: And

276
00:26:50.580 --> 00:26:59.240
David Wilkinson: anyway, Ray doesn't want want to let me join. So I'm I'm gonna let Ray steer for a second here. Of course I'm gonna stop sharing my screen. Let her share hers.

277
00:26:59.660 --> 00:27:04.567
David Wilkinson: and if I can get mine back up I'll do. I'll I'll I'll start sharing again. But

278
00:27:05.290 --> 00:27:11.379
David Wilkinson: ray I'm gonna direct you to in the app to a couple of things here.

279
00:27:13.400 --> 00:27:17.950
David Wilkinson: The 1st one is I I want to show a little bit here, and

280
00:27:18.510 --> 00:27:21.380
David Wilkinson: you know I had this up here before what I wanted to do.

281
00:27:23.020 --> 00:27:28.890
David Wilkinson: I want to show a little bit on what you can do in the app was simply

282
00:27:29.700 --> 00:27:35.869
David Wilkinson: like, I said, telling people exactly what to do when you talked about. They want to be told.

283
00:27:36.590 --> 00:27:41.159
David Wilkinson: We want to show a little bit of an example. In this case we're going to use a lubrication route

284
00:27:42.130 --> 00:27:50.870
David Wilkinson: where they're going to see all this, all the task information at their fingertips and what they can do with that. So I'm going to stop sharing again and let you get into that. Okay.

285
00:27:53.470 --> 00:27:54.619
David Wilkinson: let's get this up.

286
00:27:55.090 --> 00:28:06.630
David Wilkinson: I know you. I you didn't. You didn't have yours open, either one when mine was there. But yeah, there's all sorts of things, permissions. Can everybody see my screen. It looks like it's working perfect.

287
00:28:07.690 --> 00:28:08.105
David Wilkinson: Okay?

288
00:28:12.445 --> 00:28:13.410
David Wilkinson: So

289
00:28:13.850 --> 00:28:21.589
David Wilkinson: the way that we build red list, we try to be as visual and as simple as possible. You know, we know that these

290
00:28:21.830 --> 00:28:27.369
David Wilkinson: a lot of technicians in the field, they're better with their hands, and they tend to be with technology. So we.

291
00:28:27.470 --> 00:28:36.559
David Wilkinson: Mike. Thank you for letting me know that you can see the screen. That's perfect. We wanna make it so that it is as simple and as easy to use as possible.

292
00:28:36.800 --> 00:28:39.169
David Wilkinson: So when we open up a route.

293
00:28:40.355 --> 00:28:51.650
David Wilkinson: we have something called a gallery view, and what this does is, it will give you your list of assets that you need to work on on this route, and each asset will be assigned a photo.

294
00:28:51.850 --> 00:29:00.689
David Wilkinson: So you can know which asset that you're at, and you can even go up to that asset, scan a QR code or Nfc. Tag and have it bring up the correct asset.

295
00:29:01.760 --> 00:29:13.720
David Wilkinson: So when I click into this asset is now feedback loop. Lovely. When I go into this asset, I'm now gonna see

296
00:29:14.000 --> 00:29:28.250
David Wilkinson: a list of tasks associated with specific photos, and you'll notice on each of these photos you can actually add annotations so that the technicians know exactly what point

297
00:29:28.920 --> 00:29:35.049
David Wilkinson: of the piece of equipment that they're supposed to work on. So if I, I can expand this photo.

298
00:29:35.620 --> 00:29:42.350
David Wilkinson: and I can even expand further by pinching the screen and make sure that I know exactly the point of this asset

299
00:29:42.580 --> 00:29:44.750
David Wilkinson: that I need to work on.

300
00:29:45.830 --> 00:29:53.190
David Wilkinson: Then when I click on this little bottom information, it's gonna give me all of the task information

301
00:29:53.400 --> 00:30:02.160
David Wilkinson: that needs to be done to complete this Greece task, including how much volume you know, you're not going to pump 50

302
00:30:02.580 --> 00:30:05.809
David Wilkinson: points of grease into this

303
00:30:07.270 --> 00:30:30.240
David Wilkinson: when you know, when you've got clear information as to how much is actually supposed to go into this amount. And we like, I said, about scanning assets. We do have this ability. It's called proof of presence. Where to actually complete a preventative maintenance task, you need to scan that tag on the asset. And this creates a twofold protection.

304
00:30:30.430 --> 00:30:52.609
David Wilkinson: One. It helps protect the technician. It says, I can prove that I was actually at the asset when I was when I was completing these tasks, and then it creates protection for management as well and warranty disputes. When you're you're trying to claim, you know. Maybe there was a faulty piece of equipment that was given by the Eom.

305
00:30:53.240 --> 00:31:13.950
David Wilkinson: and you want to claim warranty on it. You can have proof that you were actually doing the tasks that were needed with the correct points as needed, because all that task information was there. It was done on the right

times with the right amounts. And there's a signature and a scan of an asset tag to say that that technician did that work.

306
00:31:14.920 --> 00:31:15.820
David Wilkinson: Okay.

307
00:31:17.000 --> 00:31:26.580
David Wilkinson: the next thing that we also have that really helps these newer technicians is that we are able to put digital

308
00:31:27.470 --> 00:31:32.100
David Wilkinson: GPS pins on assets so you could know where they are.

309
00:31:32.730 --> 00:31:43.080
David Wilkinson: So I'm on an asset profile now. In the app, hey? And ray before you before you hop off that one. Yeah, just a quick, quick story about that.

310
00:31:44.560 --> 00:31:46.879
David Wilkinson: We work in a variety of different industries.

311
00:31:47.900 --> 00:31:52.350
David Wilkinson: What we talked about regarding this turnover and this downturn

312
00:31:54.830 --> 00:32:08.910
David Wilkinson: people people have all these systems in place of, you know, like big erps, you know, we're looking at sap, or we're looking at, you know, Maximal, or or some of these others very, very powerful systems.

313
00:32:10.230 --> 00:32:14.569
David Wilkinson: But again, what Ray's showing here

314
00:32:14.880 --> 00:32:18.849
David Wilkinson: is, I need to be told exactly how to do this.

315
00:32:19.340 --> 00:32:21.590
David Wilkinson: Well, if I'm on the administrative end.

316
00:32:22.050 --> 00:32:24.420
David Wilkinson: I need to be told that it's complete.

317
00:32:24.670 --> 00:32:28.549
David Wilkinson: and I need to to understand what's going on.

318

00:32:29.200 --> 00:32:31.710
David Wilkinson: And these people who want to be told what to do.

319
00:32:32.680 --> 00:32:36.039
David Wilkinson: We don't want to have to mark a piece of paper

320
00:32:36.310 --> 00:32:41.680
David Wilkinson: or put it in this system, and then have to go somewhere else and put it in another system. It has to be automatic.

321
00:32:42.110 --> 00:32:47.900
David Wilkinson: So when Ray did that, it's automated in the palm of the screen. Remember what I said about Amazon world. Tap, tap.

322
00:32:48.160 --> 00:32:53.789
David Wilkinson: that's all they did the tap, tap, and that accountability piece

323
00:32:54.410 --> 00:32:56.840
David Wilkinson: again, you know, that's probably number 3 for me.

324
00:32:57.070 --> 00:33:02.359
David Wilkinson: on the most common thing that comes up is I need a better way to hold my people accountable

325
00:33:03.480 --> 00:33:07.310
David Wilkinson: because they need to know that it's being done

326
00:33:07.590 --> 00:33:13.990
David Wilkinson: when it was being done, so that it's not. And everybody knows this term, pencil it.

327
00:33:15.320 --> 00:33:21.880
David Wilkinson: And so I need enough detail that I know that every point in this case of lubrication is hit.

328
00:33:23.310 --> 00:33:24.350
David Wilkinson: and

329
00:33:24.450 --> 00:33:29.720
David Wilkinson: that it was indeed done when it was supposed to be done by who it was supposed to be done by

330
00:33:30.770 --> 00:33:35.689
David Wilkinson: so company, that had this type of system in place

331

00:33:36.130 --> 00:33:44.509
David Wilkinson: before with sap only, and a couple of other things very successful company, if you you look at their brand recognition and so forth.

332
00:33:45.640 --> 00:33:48.280
David Wilkinson: But they were having constant failure rates

333
00:33:49.730 --> 00:33:53.929
David Wilkinson: doing something like this allowed them to get what they needed to reduce it

334
00:33:54.450 --> 00:33:57.400
David Wilkinson: dramatically. But here's the most important part about that.

335
00:33:58.200 --> 00:34:05.910
David Wilkinson: When we interviewed their technicians, they simply said, this, we love Red list.

336
00:34:06.120 --> 00:34:07.640
David Wilkinson: We push them for it.

337
00:34:07.810 --> 00:34:09.060
David Wilkinson: Here's what they said.

338
00:34:11.219 --> 00:34:13.259
David Wilkinson: Fingers quit pointing at us

339
00:34:14.360 --> 00:34:29.630
David Wilkinson: before. If something went bad. Everything pointed to them. Remember what he said about morale and so forth. Well, they're they were getting pats on the back, everybody getting their bonuses right? But more importantly, what they said is this.

340
00:34:30.550 --> 00:34:32.870
David Wilkinson: the residual effects are very real.

341
00:34:33.739 --> 00:34:37.380
David Wilkinson: Remember that cultural thing I was talking about about people talking and so forth.

342
00:34:38.650 --> 00:34:41.152
David Wilkinson: The stress level went way down.

343
00:34:41.980 --> 00:34:46.529
David Wilkinson: and they were able, instead of more. With less manpower.

344
00:34:47.790 --> 00:34:51.120
David Wilkinson: they were able to move to that transition we always talk about.

345
00:34:51.400 --> 00:34:59.170
David Wilkinson: They were able to get to the proactive preventative and predicted things because they were getting a root cause of getting the things done that needed to get done

346
00:34:59.410 --> 00:35:08.489
David Wilkinson: so anyway, Ray, that. No, that's perfect, Dave. And even on this I have a story that I absolutely love about this GPS PIN

347
00:35:08.490 --> 00:35:31.270
David Wilkinson: and the GPS PIN. We can do it multiple ways, right? We can do an integration if you've got GPS trackers on your mobile equipment so we can integrate where that is, you can follow it around where it's moving. We did have a customer that once lost a 3 million dollars, Crane. How you do that I don't know but there's a 3 million dollars, Crane, just floating around somewhere in the world that's up for grabs, apparently.

348
00:35:31.470 --> 00:35:40.550
David Wilkinson: and then for fixed equipment. It's really nice. We were on site at this massive, massive customer site, you know, mines refineries are like small cities.

349
00:35:41.410 --> 00:35:48.319
David Wilkinson: and we were digitizing this site and the person showing us around the site to digitize it.

350
00:35:49.180 --> 00:36:07.440
David Wilkinson: They had got a call from their supervisor and said, Hey, I need to check out this one specific asset. There's something wrong. Can you go check it out? He forgot where it was, and he used because we'd already gone through that part of the site and mapped that asset. He actually got directions using the Redis app to go back to it.

351
00:36:07.839 --> 00:36:27.030
David Wilkinson: So even people that have been there for a while, you know, it's it's hard to keep an entire facility, and exactly where everything is in your head. So offloading that mental load into a digital app that's accurate. That is, stable, that it helps a massive amount.

352
00:36:27.240 --> 00:36:29.069
David Wilkinson: Yeah, go find machine.

353
00:36:29.500 --> 00:36:39.810
David Wilkinson: Pt, dash 1, 0 5 9, you know. Okay, I've been here 2 weeks. Where is that? You know? Well.

354
00:36:40.130 --> 00:36:51.399
David Wilkinson: tap, tap on that screen. I could do a quick search, and I'm going to be able to get to it. And oh, by the way, when I get there, as after you show this GPS PIN, I'm just gonna say, we already talked about asset tagging.

355
00:36:51.580 --> 00:36:52.680
David Wilkinson: I'm just gonna

356
00:36:52.890 --> 00:37:11.470
David Wilkinson: use the Nfc tag, I'm going to tap it. And it's going to verify that I am in the right place. Give me history and context and everything I need to do my job properly. There. So yeah, why don't you show some GPS PIN action there? Okay? So I can update the location and say, Hey, this is actually where it is.

357
00:37:11.650 --> 00:37:18.913
David Wilkinson: and save or I can get directions for where I I currently am, and it uses it.

358
00:37:22.240 --> 00:37:32.049
David Wilkinson: And that's as easy as it does. It ties into either your, you know apple maps if you're using iphone or Google Maps, if you're on Android, and that's how easy it is to get directions to

359
00:37:32.180 --> 00:37:34.639
David Wilkinson: an asset in Midwest.

360
00:37:34.990 --> 00:37:36.120
David Wilkinson: Pretty cool.

361
00:37:36.350 --> 00:37:55.389
David Wilkinson: Why can I take this a step further? Right? I wanted so something that you know it's pretty fun, actually. And what if I could literally 3D map my whole facility, yeah. And you know, have the equipment there. And literally, I don't know if you guys have ever seen like virtual goggles

362
00:37:55.550 --> 00:38:03.689
David Wilkinson: where I literally put on a mask. And and I'm looking like I'm walking around the whole facility.

363
00:38:04.150 --> 00:38:09.200
David Wilkinson: What if I could do something like that with a 3D. Map of a piece of equipment

364
00:38:09.320 --> 00:38:21.000
David Wilkinson: that shows point by point. Now, I don't have permission to share an actual customer site. But I do have a video representation of what this looks like. And so I'm just gonna pull that up here real quick

365
00:38:21.370 --> 00:38:25.790
David Wilkinson: and start sharing this. So can everybody see my screen?

366
00:38:27.550 --> 00:38:36.069
David Wilkinson: Is everybody seen that? Right? I think it's just loading. Yes, we can perfect. So I'm just gonna go

ahead and play this if it'll let me.

367
00:38:36.250 --> 00:38:38.900
David Wilkinson: Now, where's my play button? There we go.

368
00:38:40.150 --> 00:38:42.550
David Wilkinson: and it's just gonna walk us through.

369
00:38:43.940 --> 00:38:47.360
David Wilkinson: going through a 3D. View

370
00:38:47.590 --> 00:38:53.320
David Wilkinson: of a facility and the assets and equipment that I need to be led to

371
00:38:53.510 --> 00:38:55.859
David Wilkinson: had the points that I need to find

372
00:38:56.100 --> 00:39:01.879
David Wilkinson: literally walking through the facility, going to where I want to go

373
00:39:02.580 --> 00:39:11.280
David Wilkinson: now, this is pretty cool, virtually right. If I'm if I'm a you know, an administrator, you know a maintenance manager. I'm at home.

374
00:39:12.020 --> 00:39:14.559
David Wilkinson: But I got a call from the guy who's new.

375
00:39:15.250 --> 00:39:22.750
David Wilkinson: And I want to say, Oh, okay, I want to take a look at what's going on facility. And I'm trying to lead a guy to a specific point.

376
00:39:27.770 --> 00:39:33.219
David Wilkinson: anyway. We don't need to watch that whole thing, but it's just kind of fun

377
00:39:33.490 --> 00:39:36.719
David Wilkinson: to see what you can do with something like that.

378
00:39:37.240 --> 00:39:38.060
David Wilkinson: So

379
00:39:39.150 --> 00:39:44.555

David Wilkinson: was that kind of fun to take a step further there, ray, I think it was. This is definitely

380
00:39:44.950 --> 00:39:52.439
David Wilkinson: where we're kind of moving towards that, that full digital experience. Yeah, I I see see that a lot is.

381
00:39:53.910 --> 00:39:56.540
David Wilkinson: You know, we we talk a lot about AI.

382
00:39:56.770 --> 00:40:09.820
David Wilkinson: It's a buzzword right now, you guys, it's it was, you know, IoT. For a long time we still talk a lot about IoT devices and and their importance in this in this equation. But right now, everybody

383
00:40:10.090 --> 00:40:15.539
David Wilkinson: everybody wants to know about what's going on in the AI space.

384
00:40:15.780 --> 00:40:22.800
David Wilkinson: And this is this is a representation of this. I was on an event with a very large multinational company

385
00:40:23.600 --> 00:40:30.601
David Wilkinson: and some of the stuff we're doing with this AI like literally virtual goggles and other things. It's it's pretty fun. But

386
00:40:31.809 --> 00:40:38.259
David Wilkinson: I wanna I wanna go a little bit further here because I'm I touched on this briefly.

387
00:40:39.400 --> 00:40:42.449
David Wilkinson: but I want to make sure that I highlight it

388
00:40:43.240 --> 00:40:49.829
David Wilkinson: because I'm gonna share another portion of my my screen here in the reporting section of our

389
00:40:50.040 --> 00:40:54.890
David Wilkinson: of our software, are we seeing that? Okay? Yes, we are.

390
00:40:56.350 --> 00:40:59.040
David Wilkinson: I touched briefly on accountability.

391
00:40:59.900 --> 00:41:09.089
David Wilkinson: Accountability is a two-edged sword on one side of the sword is the guy that you know has to has to make sure the jobs are getting done

392

00:41:09.930 --> 00:41:11.589
David Wilkinson: on the other side

393
00:41:12.000 --> 00:41:16.449
David Wilkinson: is what Mike touched briefly on. I want to reward people for what they're doing well.

394
00:41:17.540 --> 00:41:22.300
David Wilkinson: and remember what I told you about fingers pointing at those guys saying you did not do this right?

395
00:41:22.810 --> 00:41:24.978
David Wilkinson: Well, I want to be able

396
00:41:25.820 --> 00:41:29.109
David Wilkinson: to validate with people what's going on.

397
00:41:30.250 --> 00:41:34.960
David Wilkinson: But the deepest layer of this is what I call criticality.

398
00:41:36.170 --> 00:41:39.819
David Wilkinson: Criticality is simply this.

399
00:41:40.040 --> 00:41:50.350
David Wilkinson: if I can look at a dashboard such as this, and I can see task compliance, and then I can go deeper into it in a list view like this, and I can see

400
00:41:50.940 --> 00:41:58.479
David Wilkinson: by asset exactly what is and what is not completed, and then I can say.

401
00:41:59.030 --> 00:42:08.449
David Wilkinson: well, I want to put my time and resources to the most critical things I can do that.

402
00:42:09.020 --> 00:42:13.250
David Wilkinson: So I might look at something like this, and I could say, Okay, yeah, these are the overdue tasks

403
00:42:13.640 --> 00:42:16.400
David Wilkinson: and click into that and see the list of overdue tasks.

404
00:42:18.490 --> 00:42:22.390
David Wilkinson: And I can say, yeah, those 3 or 4. I'm okay with that they're past due.

405
00:42:24.040 --> 00:42:25.529

David Wilkinson: But those

406
00:42:26.350 --> 00:42:30.340
David Wilkinson: boy, I don't want to put myself in a situation like the guy I spoke to the other day who said

407
00:42:30.620 --> 00:42:34.119
David Wilkinson: single point of lubrication, shut my whole plant down for a week.

408
00:42:34.600 --> 00:42:36.460
David Wilkinson: or at least that portion of the plan.

409
00:42:37.540 --> 00:42:42.490
David Wilkinson: and so we want to be able to go into these sinks and

410
00:42:42.880 --> 00:42:46.239
David Wilkinson: check out exactly what's going on with with our assets.

411
00:42:48.140 --> 00:42:56.159
David Wilkinson: these these reports can get pretty interactive when we build them for people and and help them do this. But again, I want to answer questions

412
00:42:56.560 --> 00:43:06.980
David Wilkinson: that are vital to asset criticality and see what's going on with the work that's happening all right

413
00:43:07.840 --> 00:43:10.860
David Wilkinson: before we wrap up here. I do want to make sure

414
00:43:11.140 --> 00:43:13.370
David Wilkinson: that we touch on one other area.

415
00:43:14.980 --> 00:43:19.919
David Wilkinson: And it's a fun area.

416
00:43:20.640 --> 00:43:25.220
David Wilkinson: I'll probably even have a maybe I'll have you finish with this ray because

417
00:43:25.410 --> 00:43:33.190
David Wilkinson: Hr asked me about these things all the time. Right. It's the safety and compliance professional that want to know about this last area.

418
00:43:34.220 --> 00:43:36.329

David Wilkinson: And it simply has to do

419
00:43:36.780 --> 00:43:39.490
David Wilkinson: with what we're doing for compliance.

420
00:43:40.600 --> 00:43:43.030
David Wilkinson: because we talked about that safety aspect

421
00:43:43.380 --> 00:43:46.609
David Wilkinson: and how it is affected by this in a very real way.

422
00:43:47.620 --> 00:43:49.849
David Wilkinson: Well, I want to be able to pull

423
00:43:50.220 --> 00:43:54.549
David Wilkinson: and ray. Maybe I can actually share it just a second. Here, let me pull it up.

424
00:43:57.230 --> 00:44:02.289
David Wilkinson: Exactly what's going on with my safety and compliance stuff.

425
00:44:02.540 --> 00:44:09.340
David Wilkinson: So I'm gonna go over here into my Hsc portion right here.

426
00:44:10.620 --> 00:44:14.469
David Wilkinson: and I'm going to click on just the certifications, for example.

427
00:44:15.990 --> 00:44:21.580
David Wilkinson: and I wanna know what's going on with my certifications

428
00:44:23.080 --> 00:44:29.920
David Wilkinson: when they're expiring. Who's on top? Well, I want the training to be done and know that it's completed.

429
00:44:30.590 --> 00:44:37.089
David Wilkinson: Oh, and, by the way, I want people who are actually doing this training

430
00:44:37.450 --> 00:44:42.960
David Wilkinson: to fill out a form that automatically feeds into here to show that it was actually done.

431
00:44:44.160 --> 00:44:51.376
David Wilkinson: So you can see I've got all kinds of certifications in here going on. I can go into some of the others,

and

432
00:44:52.590 --> 00:45:02.416
David Wilkinson: I have lots of fun stuff with safety and compliance. I'm in a demo account here, so I don't know how much I can really go into.

433
00:45:03.110 --> 00:45:22.870
David Wilkinson: But I think if you go back into Hsc, yeah. And then on the top bar, where it says certification groups, that's the one I wanted. Yep, thank you, Ray, for helping certifications, and your employees are going to have certifications and trainings.

434
00:45:23.180 --> 00:45:28.369
David Wilkinson: So here's all the ones that Angelica's got, for example, right? And oh.

435
00:45:28.600 --> 00:45:32.540
David Wilkinson: do I need to recertify? Is missing. Is it valid?

436
00:45:32.960 --> 00:45:35.239
David Wilkinson: I could be on top of all this stuff.

437
00:45:36.050 --> 00:45:40.920
David Wilkinson: Make sure that I'm doing everything that I can to take them home safe.

438
00:45:42.380 --> 00:45:48.549
David Wilkinson: Oh, and, by the way, I want to emphasize the training when I'm actually out in the field.

439
00:45:49.030 --> 00:45:52.710
David Wilkinson: So when Ray pulled up that scan to do the work.

440
00:45:52.840 --> 00:45:57.060
David Wilkinson: One of the things that we could have shown at that point was it embedded

441
00:45:58.100 --> 00:46:00.119
David Wilkinson: procedure that they have to follow.

442
00:46:01.030 --> 00:46:07.169
David Wilkinson: that they have to sign off on that says I did do my safety protocol here.

443
00:46:08.370 --> 00:46:11.290
David Wilkinson: and it's time time stamped and signed

444

00:46:12.210 --> 00:46:16.720
David Wilkinson: so that I can do that. Or remember, we talked about this operator based care thing?

445
00:46:17.650 --> 00:46:24.040
David Wilkinson: Well, it's not just symptoms of the machinery that they can listen to, but

446
00:46:24.160 --> 00:46:26.759
David Wilkinson: they might see something that's a slip risk.

447
00:46:27.230 --> 00:46:31.970
David Wilkinson: or they might see something else that could cause a safety concern.

448
00:46:32.950 --> 00:46:43.419
David Wilkinson: Well, tap, tap during my regular inspection, I might even put it at the end. Anything else. Observations. Yes. Tap, what type of observation, safety, observation.

449
00:46:44.740 --> 00:46:49.740
David Wilkinson: Take a picture, do whatever there's all kinds of ways that again, what like we talked about?

450
00:46:50.080 --> 00:46:57.859
David Wilkinson: We can change the whole culture, whole culture around this.

451
00:46:59.470 --> 00:47:09.499
David Wilkinson: Okay? Well, I only have a couple more minutes. Is there any other questions that have come in right now, okay, I do want to bring up one other thing.

452
00:47:10.150 --> 00:47:15.420
David Wilkinson: and that's just I kind of want to make sure that we touched on everything that we said we would.

453
00:47:15.980 --> 00:47:21.399
David Wilkinson: And so I'm gonna pull up our initial screen one more time of where we started.

454
00:47:24.220 --> 00:47:26.890
David Wilkinson: and let me see if I can make sure I can share it again.

455
00:47:27.090 --> 00:47:28.410
David Wilkinson: Alright, there it is.

456
00:47:30.850 --> 00:47:35.519
David Wilkinson: Okay. Can everybody see it again? Okay, we'll make full screen again.

457

00:47:35.660 --> 00:47:38.399
David Wilkinson: I'm just going to go back to the beginning here.

458
00:47:39.120 --> 00:47:41.629
David Wilkinson: where we talked about this turnover rate?

459
00:47:43.450 --> 00:47:46.720
David Wilkinson: What if I could reduce that by even 10%?

460
00:47:48.290 --> 00:47:52.440
David Wilkinson: What if I could get it at a much lower number. What would that really mean?

461
00:47:53.230 --> 00:47:55.789
David Wilkinson: What dollars and cents would that bring to the company?

462
00:47:56.700 --> 00:47:58.430
David Wilkinson: What headaches would that solve?

463
00:48:00.940 --> 00:48:05.580
David Wilkinson: What if I could address these key drivers of turnover directly.

464
00:48:06.240 --> 00:48:12.089
David Wilkinson: If we did our job today properly, we showed how we can

465
00:48:12.420 --> 00:48:26.290
David Wilkinson: capture that knowledge in such a way that, like Ray said, I'm being told exactly what to do. There's no ambiguity. I shadowed somebody for a couple of days, and I'm just tap tapping on a screen, and I can walk through exactly what I need to do.

466
00:48:28.460 --> 00:48:37.040
David Wilkinson: We talked about that high turnover rate. If we did our job right again, like you say, we showed how we can maybe take some of that workload off of people

467
00:48:38.220 --> 00:48:41.390
David Wilkinson: and give them much more effective and efficient tools.

468
00:48:44.260 --> 00:48:48.369
David Wilkinson: When Mike talked about patting people on the back and rewarding them properly.

469
00:48:49.380 --> 00:48:53.670
David Wilkinson: I had to be able to show that yeah, Joe is doing his job.

470
00:48:55.330 --> 00:49:00.490
David Wilkinson: I can give him greater responsibility. I can maybe put him at senior level now, or whatever.

471
00:49:02.430 --> 00:49:06.120
David Wilkinson: And I can get a track more of a talent pool

472
00:49:06.900 --> 00:49:09.339
David Wilkinson: because people are talking about what we're doing.

473
00:49:10.050 --> 00:49:13.609
David Wilkinson: I gotta tell you it's literally happening to us.

474
00:49:14.290 --> 00:49:18.090
David Wilkinson: I have people who have left former companies calling us, saying

475
00:49:18.210 --> 00:49:20.059
David Wilkinson: we need what you are doing here.

476
00:49:22.070 --> 00:49:24.919
David Wilkinson: Word travels fast on these types of things.

477
00:49:25.640 --> 00:49:30.760
David Wilkinson: So again, we want to attack these effects.

478
00:49:31.780 --> 00:49:35.230
David Wilkinson: We want to keep productivity levels consistent.

479
00:49:36.190 --> 00:49:41.860
David Wilkinson: We want to lower safety risks. We want to decrease costs and eliminate the bottlenecks.

480
00:49:43.230 --> 00:49:45.439
David Wilkinson: Again, if we did our job right today.

481
00:49:46.250 --> 00:49:48.630
David Wilkinson: we showed how we can knowledge transfer stuff.

482
00:49:48.780 --> 00:49:50.860
David Wilkinson: we could decrease the safety risks.

483
00:49:51.710 --> 00:49:56.040

David Wilkinson: We could not just prevent productivity declines.

484
00:49:56.310 --> 00:50:04.290
David Wilkinson: but we could keep them consistent. I shared a story about how, by doing things like this, we address root causes

485
00:50:04.730 --> 00:50:10.310
David Wilkinson: that dramatically decrease failures and increase productivity levels.

486
00:50:13.900 --> 00:50:19.989
David Wilkinson: We showed how we can implement strategies to mitigate this turnover.

487
00:50:23.910 --> 00:50:26.310
David Wilkinson: I hope that this has been really helpful.

488
00:50:27.460 --> 00:50:31.380
David Wilkinson: Technology is constantly evolving.

489
00:50:32.870 --> 00:50:33.980
David Wilkinson: We

490
00:50:34.300 --> 00:50:40.039
David Wilkinson: are getting this feedback all the time from thousands of users, saying, Can you do this? Can you do this?

491
00:50:41.790 --> 00:50:44.050
David Wilkinson: And we're being told that we're leading the way.

492
00:50:46.050 --> 00:50:50.699
David Wilkinson: We want to help you in any way that we can to lose use technology

493
00:50:50.960 --> 00:50:52.880
David Wilkinson: to help with these things.

494
00:50:55.140 --> 00:51:04.299
David Wilkinson: anyway. Ray, that's all I had for a presentation today. Great, I think there's maybe a couple of action items that we can send people away with.

495
00:51:04.490 --> 00:51:05.270
David Wilkinson: Okay,

496

00:51:08.150 --> 00:51:09.990
David Wilkinson: Do you have those? Or do you want me to

497
00:51:10.160 --> 00:51:33.550
David Wilkinson: give some insight on it? I think they're on the Powerpoint. So we do have coming up in October our red list attain user and partner conference. If you're a partner, or or if you are a user of the app, or even if you just, you know.

498
00:51:33.850 --> 00:51:57.640
David Wilkinson: maybe a little bit curious, we we welcome you to sign up the sign. Ups are coming out really, really soon. So and then, if you want to talk to Dave a little bit about this again. He's he's had thousands of conversations. He's willing to have thousands more. You can feel free to reach him@dave.wilkerson, and then we are going to be at the Smrp. In Houston. I think there's a regional one going on soon. So

499
00:51:57.830 --> 00:52:17.569
David Wilkinson: we really really appreciate you guys for joining. Thank you so much. For interacting with us today for bearing with us through our technical difficulties. yeah, we appreciate, you guys. Thank you for the time. We hope you have a wonderful rest of your day, and we will see you hopefully next week at our next weekly Webinar

500
00:52:18.140 --> 00:52:18.880
David Wilkinson: cheers.