

# Increasing safety and regulatory compliance by automating SOPs

A SymphonyAI Industrial customer was required to track and trace every step in a chemical manufacturing process.

## The challenge

Paper-based standard operating procedures (SOPs) were cumbersome to use, enforce and update. As a result, employees often resorted to memory or tribal knowledge, resulting in:

- Incorrect operations sequences created potential safety issues
- Incomplete or inconsistent traceability of the process
- Failure to meet ISO and regulatory compliance requirements
- Difficulty to maintain standards across global sites

The customer investigated deploying other enterprise solutions and found they were time- and cost-prohibitive. It needed a different way of thinking about both the problem and solution.

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## The SymphonyAI Industrial approach

To solve these issues, the customer digitally transformed the production process portion of the SOPs into guided work using the SymphonyAI Industrial Platform.

- Configured workflows to enforce role-based, step-by-step instructions that included operator confirmation of completion
- Parameters established to lock out machines and machine control systems when required
- Alerts to operator's tablet or other device for process or data deviation

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## Customer success

Presenting critical information to operators in the context of guided work is proving measurably successful.

The customer's system:

- Mitigated the regulatory compliance risk
- Reduced safety incidents to near-zero
- Improved traceability of all processes and procedural data captured and historized
- Platform is being scaled across the customer's global manufacturing sites

**The customer reported several unexpected benefits not cited as goals in the original project plan:**

- A dramatic increase in productivity and yield
- Discovery of unknown equipment issues through SymphonyAI Industrial analytics and reporting tools