

Streamline Reactive Maintenance: Enhancing Equipment Reliability with Redlist Digital Inspections. **Presented by Dallen Davenport**

Well, thank you everybody for joining today. My name is Dale and Davenport. I'm going to go ahead and share my screen. And for those of you who are new, welcome. We're excited to have you. And for those who have come back, we're also excited to continue and continue educating and talking more about some exciting capabilities that you can leverage in your day-to-day and the industry along with understanding some of the tools that Redlist had to offer. And I am the marketing director here at Redlist. I've been with Redlist now, I could say, short of a decade, so it's been, it's been quite a ride. I've had the great opportunity of being able to work closely with various individuals in their roles on the maintenance side and how those coordinate into their day-to-day efforts with planning out work with operations down to the loop text and your reliability engineers.

And so all the whole gambit there have really felt privileged to available to, you know, either kick tires and shoot the breeze at these folks, but also see the amazing impact and that they have on in their local communities as well as in the country and the world. So personally, if you haven't heard my story before, I was really drawn to Redlist primarily because in my world growing up, I was one of those unofficial, you could say maintenance techs for some companies I worked with as well as operating equipment. So it was very much something that I enjoyed.

I was familiar with and came in and learned about what the impact Redlist has to offer for the teams and this community of taking care of your people and your equipment. It was something that I've just been very drawn to and so happy to be here and grateful for those who have joined us. So today's topic on our webinar is focused on streamlining reactive maintenance to enhance equipment reliability with Redlist digital inspections.

We all know that the pipe dream, the ideal, is that nothing ever breaks, but everything is perfect that we have rainbows shooting out of the extruders and all these beautiful things going on. We know in a perfect world that would be awesome. We know, though, however, that even you know, despite our best efforts to prevent critical failures, that things do break. And it could be for various reasons but we're gonna talk about that today, and we're also gonna hit on portions of how when using the Red List platform in the demo, I'll do here in a minute that you can leverage and really maybe eliminate a lot of the manual tasks that you have to do.

Typically, when doing your active maintenance process and so excited to show you how you can harness that. So stay till the end and I'll make sure that I can, uh, show you those pieces there. So just kind of an overview of the outline of what I would like to cover today. Really, a big goal is my objective today is hopefully you can see how not only can you save time, but you could also eliminate steps in how you could properly connect your processes with digital inspections and how that can set up your set you up for the right processes to queue up notifications, work orders, what have you to effectively tackle those maintenance needs that you have come up regularly.

So we'll also talk about kind of the mindset of as you consider reviewing your maintenance process, just asking the question of who not how and I'll get into that in a little bit. But it's really just identifying the right people that you need to involve as you continue to improve this area of your business or your department for your team. And then also we'll talk about issue management. So we'll review how you'll be able to effectively review and prioritize how you would escalate work and make sure that not only is it are those issues being tackled and taken care of, but that there's increased visibility and alignment with your team and with others who you know back to that who questioned that can help you solve your problems and then we'll get right into the demo.

We'll talk about the portion of the kind of three main pillars of how can I properly make sure that my forms are set up so you may be using Redlist already, or this is your first time. Either way, it's gonna be helpful to know some good tips on making sure that you're set on the right course and how that can feed into the next kind of notification side of things. How do you keep everybody in the loop for better communication and then ultimately go and complete those work orders and assign them out, so excited to hit about that? And then ultimately at the very end, think about any questions you have, whether they be related to Redlist or if there are any questions of things that you think I've probably seen.

I have been out quite a bit and have put in a lot of miles working at these different facilities, so there are things you're curious about that maybe I have. I've also seen people do differently or things that you're thinking about doing excitedly. I'm excited to go through those questions as well. I really love those kinds of questions. So we'll make sure to hit those at the end.

OK. So before we kind of dive in, I always like to share some interesting facts, kind of do a little bit of a data drop info drop. So from a Deloitte study, it was shown recently that maintenance strategies can reduce a plant's overall productive capacity between 5 and 20%. So obviously that may sound like a small number, but that is kind of a big range, but interesting to think about how much is it costs to run the day-to-day at your facility or a facility that you go and work with and just think about what 5 to 20% of those numbers are can be pretty big.

So think about that. Also another interesting thing from another study from finance online, I think they have some interesting data that they share in the various industries that they survey and study. They said the top causes of unscheduled equipment downtime. Number one is aging equipment. So if we're thinking about the day and the day and age we live in, obviously equipment lasts a long time, right? And we're getting to a point where more of these facilities are getting older equipment that may be having problems. Obviously, they're switching them out, but that's studies show that that's number one mechanical failure 20%, operator error 11%. So there's some story I'll share a little bit later about that. Uh, lack of time for maintenance. I think. Uh, that's really interesting to see.

I mean, it's definitely a top five because there is always quite a bit to do and that's a really important one to pay attention to, and then poor equipment design just maybe how something was engineered or set up. So anyway, that was kind of an interesting thing to share.

And then just moving over to, you know, just thinking about your reactive maintenance processes, I wanted to just highlight this principle because I think that when people initially at least a lot of people who I've worked with are initially going into improving or enhancing their equipment reliability even through their reactive maintenance processes, a lot of times they talk about, OK, how are we going to do this and what's the biggest problem and let's tackle those.

Those are important things to discuss. I will say though that the only thing that's going to resolve those items are people. So I wanna challenge us to think about this question. There's a book that I really like. It's actually called Who? Not How by Dan Sullivan and Doctor Benjamin Hardy. I highly recommend it, but they really invite you to really force yourself to ask the question, who can help me achieve this?

So whatever this is in this case, enhancing your reactive maintenance processes, thinking about those people who are really going to help move the needle, and give you the support you need, maybe they haven't in the past, but you can start thinking about how to involve them today. So questions to consider that I've written here of just saying like who has the ability or you could even say authority to support both operations and maintenance, right?

So thinking about those folks who can reach across both sides of the table, getting the team to work together, maybe think about those people and see how they can be involved in this as well. Who do I report to? So maybe there are other people directly that you report to that you could also just say, hey, I'm really looking forward to enhancing these processes for our reactive maintenance. You're going to be a key role in this.

I know it because you've had experience or you've had my back in the past or I'd like you'd like to have your back on this and making sure that they can have some buy-in on that as well. Thinking about who operates the equipment your operators are key. There are those. They're the folks who are day-to-day each shift day and night. They're the ones running the equipment. They hear it. They smell it. They feel it. You know, they, they, they've got all these senses about how it's going. And so it's really important to make sure that that you can involve them even more and take advantage and leverage the knowledge or the things that they are seeing that they can report to you.

And then also, who helped regularly services the equipment? I think this one is interesting because you can involve those from the reliability side of it. Even if they're going on, they may be doing their routes and touching that equipment frequently. It may even also just be contractors. You may have people who are just long-time contractors, who can see things and you just want to. You just want to see who is it that's touching these pieces of equipment and how can I get them involved.

So there, there are ways that you can even involve people who aren't internally part of your organization, and it may even be one other two that to think about is, you know, you're on the mechanic side or on maintenance side and maybe you're just starting to think how do I involve my millwrights for maybe electrical work or whatever, right. So thinking about that and then also who helps supply parts and materials. So if you want to, you know, have a maybe a quicker turnaround on getting something fixed.

And as you're thinking about the broader process of fixing something that gets broken, it's important to also figure out how can I possibly, as I'm enhancing this process or even systematizing it, how can I involve folks who are my vendors or maybe my purchasing team just to see if there are any inefficiencies there that I can remove. And then in the end as well, obviously when things break, there can also be safety hazards. So asking the question of who is over compliance and safety as well as something that you may want to also consider. OK, so after you go through that process of whom to involve and who can help you achieve these improvements and enhance your processes, we wanna talk about prioritization which kind of dies a little bit more into the how right.

So there's kind of these elements that I like to break it down into, which is how, how should things be reported? How should things be escalated? And then how do those things get prioritized so that we can really tackle what is most important? There's an analogy by Steven Covey where he talked about filling up a jar. Right. And then this jar if he talked about your rocks and your pebbles and sand, if you first were to put the sand in the jar and then later put in the pebbles and rocks, not everything would fit. But if you actually first put in your big rocks and then your pebbles and then filled in the sand, everything would mesh in and it could fit in nicely.

So compare the rock to your big rocks as your priorities right? Those are the things that are gonna probably be safety hazard or a compliance issue with OSHA or MSHA. They're probably going to be your costly items. So as those things come through as you have issues that come up for repairs, it's important to maybe ahead of time to talk about, OK, what types of repairs do I want to categorize as a higher priority for getting those tackled right? So thinking about those first so that you're not maybe chasing a million things but forgetting the most important things. So asking the question right, what is the issue? Is it a safety issue? Is it electrical? Is it mechanical?

Maybe building out those categories of what you think you should be paying attention to the most and then the urgency of those items and then kind of back to The Who portion is just saying OK now that I've laid out on the table who it is that I should involve here. Even if it's a consultant externally that is tied into my processes. Maybe they need to be notified, just so that people are aware and on the same page and that communication is flowing. So thinking about those principles, I just wanted to kind of put that drop that here so that you can think about that. So who? And then building out your playbook of saying, OK, when something comes up, how do I escalate that?

OK, great. So the next thing that I would like to touch on is actually diving right into the demo portion of the system. I do wanna maybe preface a little story before I begin because I did. I do have an example here that ties to it in the demo, but we are just kind of a team that I worked with in the past. They were out in Mississippi, Umm, headquartered there, and then they had facilities across the country. They prior to working with us had really. Wanted to find a way to in a quick way resolve reactive maintenance items, whereas previously something might have been found through a paper inspection.

Uh, it was. I think it was a big pain point for them at their mill. They had probably, you know, 30 different heists or forklifts. And those lift trucks just needed a lot of attention and maintenance. They're just running 24/7 and this group had actually just what they were trying to implement inspections. There was a lot of turnover among the operators, so there were struggles for the operators to not know what to look for, but then also they were doing it on paper. This paper can be quick to fill out, but getting somebody informed of a problem may take longer. Maybe that paper inspection never reached the right person. Maybe it got stashed in the cab and it's under a pile of 20 other inspections. Or maybe it's just gonna take. Maybe it's just taking till the end of the shift for somebody to think about bringing those kinds of things in, right?

So there are different things to think about there that they were really wanting to improve. So once they were able to, umm, start implementing, you know, saying I wanna capture digital inspections to say, OK, everybody, before you begin, whether they even had them on these pre-OPS on their and their manufacturing lines too. But if an operator found problems they wanted those to, you know they wanted those reported and submitted and beforehand before setting up these forms, which I'll show in a minute, they actually decided, OK, these are the people who should be notified and they actually decided to notify at each facility they actually decided that every plant manager, client Superintendent, all of the supervisors would have ownership for sure as well as some of the other managers.

And then even you know the and the maintenance team and so that was kind of their playbook initially of who they would involve and depending on the type of repair, they would have notifications go to this group of people and but always the plant manager and Superintendent and some of the compliance officers, they were every time notified. But if it was like an electrical issue, notifications were just going to those people. If it was a major maintenance issue, you know work orders would be created automatically from these forms and they would get notified as they started doing this they noticed that people were becoming much more aware and talking more frequently about hey, I saw that come in on my email.

Did you see that? I saw you know, this inspection came through with these problems or this work order popped in on me on my backlog and it became more of a natural thing. It wasn't the conversation turned from Hey, did you get this done? Did you find that issue? Did you report it or why didn't you report it to? Hey, I'm seeing stuff coming in. Are we? Are we addressing this it was really starting to change this behavior for the team and they were able to not only see issues more quickly, but because they could see that they would feed in in real-time they were able to go and turn those issues around.

And I've heard that other stories as well with other facilities I've worked with for them, they have found that rather than it taking a week or maybe two weeks to resolve something, they've narrowed it down to at most a couple of days to maybe even turning it around the day of which from a production standpoint, it's huge and gives back so much time for the team. So let's hop in. I'm going to go ahead and, uh, move this PowerPoint slide. And I want to first uh show the inside of the tool, starting again with the focus on having digital inspections that can kick off this process. I'd like to show really quickly some of the capabilities that if you are someone who has the admin permission that you would be able to go and update certain updates how you want these forms to trigger a process.

So I'm gonna do. I'm gonna move over to this forklift prep inspection kind of tied to my earlier story, and I'm going to show one other inspection after this as well, but this forms tool, it's really powerful. It lets you build out this inspection that your team can then either submit on a computer what that's at a station, or they can use a mobile device, a tablet, or a phone. Whatever your company allows while they're out in the field, and so in here, I've actually built this forklift prep inspection that I have these tons of these forklifts at my facility. And I'm just kind of previewing really quickly you can preview what this looks like in the builder, so you can say ohm how does this look right?

So you can see the name of it and it's a daily checklist. And here I can actually see. Oh cool. I have dropdowns that I can select the piece of equipment with right? So it's this 291 forklift that I've picked. OK, I even have a field that tracks ours so I can capture that information for utilization, and then just kind of a high-level outline you can build out your forms in a way that really can guide your operators. That is something that I think has been really valuable is, even if they're new or experienced, you can give them all the same path to, say, start with a visual walk around.

That's the best practice, right? Whatever you want them to do, they could start there. So this is what we call the section and then these are your questions for that visual walk around, please Scroll down a little further. You may next want. It looks like I just have the visual walk-around, so if you wanted you could create another section later that says I want you to now do the interior inspection, you know, inspect the cleanliness of the cab or the gauges. The Brit. The breaks, you know, things like that, and then even maybe have them walk back around and checking the engine or the hydraulics, right?

You can really guide the path that the that people can do the inspections with, so you'll see here in this forum, I've chosen to make these buttons and also allowed upload allow uploading pictures and I'll show that in the mobile app too. What this looks like, but just so your kind of get a sense you can really control like what the question of how to what the title is. You can even see I've marked some of these questions as like critical to faith. So like if this fails, right? Maybe I want a notification to be kicked out to the safety team and I want to tell the operator that you should not operate this equipment, just shut it down.

So they're kind of being coached every day in this repetitive motion to say, oh, OK, I failed this one. So apparently I'm supposed to walk this one up, right? Lock it out. Umm, excuse me? You can even have comments. You can add your signature, right? You can doodle your signature here. And one other thing I wanna show here some helpful tips when setting up these inspections is it's really important to have drop downs that are for what we call your asset dropdown. o it's very important to have in your form drop downs, but that you tie your answers back to a specific piece of equipment and that's so you have a history of it and so that people know which piece of equipment they need to go and pay attention to over here as well a little lower you can see that in this visual walk-around section, you can see it says section title below. Have questions that I have built so each box here that I'm clicking represents a question in the form.

If I ever need to add more questions, I can just hit add, or maybe if I need to reorder something I can move things up and down, or I can copy it or delete it. You know, I have those controls here. If I need to edit this question, let's pretend I need to just see how this is set up. I'm going to click edit and it expands this question for me and it tells me this is the label of my question task fail and then I have other settings here too where I've decided this is a select button question. I do have other options here. I can make it drop down and really configure this a lot so that it feels familiar to my team and what their needs are.

One important thing that if we're talking about reactive maintenance that I wanna point out is on the questions that you want to have to pick out a notification and also like your tasks for the maintenance team to get a hold of, you can set up rules here to say, OK, this set parking brake kiosk question. I do want to have a task generated or a work order generated when this set barking set parking brake kiosk question has this answer marked. So if I didn't have this one because it's failed, right? It fails. Then I need it to.

I need it to start doing some automated steps here of creating a task or a work order. For me, this is something that has really saved time from having to have a lot of back and forth of you know, touching information and maybe that information not being totally accurate because the person is done with their shift now and they could have reported that. But now people are trying to chase down the details. So you can actually just be like as you fill out the inspection.

If you see something, put those details in and you can, you know, submit it. Forget about it. Not forget about it, right? But you can it'll automatically kick that out to the right people. And there's not any reentry of data. It can actually not only submit the issue, but it can create this task and we also have a concept here called aboard so you can have different teams have their own board of work orders. So if you've ever worked with Kanban boards or Trello boards, it's kind of like that you can actually just tell it. Hey, this is a maintenance issue and so I want it if it's and if it's reactive I want it to go to a repairs board and then you can also set it up to say I'm requiring that people put in a description.

Uh, you can also set it ahead of time. Who should be automatically assigned to that work? If you know who it is if your team is predictable enough that way. Otherwise, you can leave that blank, and then we'll just hit done. So this box is colored red because I am saying that I want a task generated. If anyone hits that answer as fail and we'll go through and submit one of these and we'll actually show you how that flows into generating that work order. And another thing too is there's this button called notification. So over here you can say when set parking brake key off is marked as failed.

I want all of these people to these individuals to be notified and not only can I just say be notified, but I can specify I want them to get an email and I also want that form that they submitted. I want it automatically attached to that email as a PDF file, which is awesome. It can just be a visual thing that people get and they can pull up. And also if I want I can say send a text. I'll admit, a lot of people don't like getting texts, but you have that option. They don't, you know, getting your phone blown up isn't super fun, but email is something you can go back to a little better. One other thing too is maybe you don't wanna go and pick every person under the sun individually.

You can also just create your roles be like. Yeah, I want the planner and the engineers and safety to be the ones. Is anyone who has those employee roles in my company? I want them to be notified so there are some really easy ways to manage this, and then you can set up your notification subject, and there you go. So that way, if people find the problem, not only is it gonna make a task, but this form's gonna do another thing for you, it's gonna notify the right people. So it's really taking, it's really becoming your little worker and getting kicked out to the right people. So that eyes are on it.

Attention is focused on it and people can look quickly and say OK, not an urgent issue because in our playbook we already know that if it was, you know, I probably see some issue on that report telling me and so and so forth. So, umm, there are so many more things here to show, but I wanted that is really the meat of how you can set up these questions and you'll notice that each of these questions below probably have a similar setup all the way down. You know, I probably didn't even add myself to the notification. I should do that. That would be a good idea. So I'm going to add me, then I'll hit done.

And again, that was kind of cool, too, if this was an issue lower that was like if it's mechanical. Great. Let's notify those people in the plant manager. But if it's, you know, safety, maybe I wanna remove these names here and I'm gonna say, you know, I wanna pick somebody else as I wanna give it to anyone who's a safety manager. So, anyone who has a safety manager at the plant, they're the ones who should be notified about those items, right? So, umm, and then one last thing I wanna show is we have this form settings button here this is where and if there were ten issues found on this form then you could have all those ten items auto-grouped into just a work order ahead of time for the team to review.

So that's something I just wanted to show you have these settings here to say umm I wanna auto group tasks on a work order and get it kicked out to the team. That way they can start working on it. If it's important enough, if I deselect this, then what actually happens is these tasks will just be pushed into an approved list. What we call our pending queue in Redlist and I'll show that too, but it's basically not the teams not going to start working on it right away. It's just going to land on this list for people to manage and their job is to whittle down that list.

Every day and say, OK, yeah, not doing these items. Yes, moving these items into a work order kind of gives that decision, making more kind of a gatekeeper role. So anyway, I'm gonna leave this checked for this example and I'm gonna say I'll work. Orders should shoot over to the repairs board. Alrighty, so moving now into the actual inspection. Umm, let me just share my phone screen here. Hey, uh, sorry. Like closing stuff here? Just open that backup. Alrighty. Hey.

So the one thing I wanted to hop into it looks like it's loading up one second. One thing I wanted to hop into was actually showing umm the forms three do that thing. I think I've messed something up. Umm, so I wanna go through and actually show how you can submit those forms and I, and I have one other example as well. So I showed the example of a pre-op inspection for a particular piece of equipment, which could apply to any type of machinery that your team uses. It could be, you know you're fixed assets versus your rolling stock. The other inspection that I want to show today as well is maybe it's not something maybe somebody has already started their pre-op and they didn't find any issues, but they certainly found issues during their shift. Right? And they need to set up a maintenance request.

So that is, that's how in these in the forms tool you can actually go ahead and pull up just at any time. If you had a device on you, or if you went back to your computer, you could go and submit that issue and also have you decide how your playbook should work as far as getting those inspections submitted in, queued up and so let's see if I can do that to finish to load here. Sorry, when I'm sharing my screen things go a little slower so. Maybe I'll stop sharing this and let the sync finish and I'll come back to that real quick. And I'll share, I'll actually share one other thing here.

First, while that's finishing up, OK, so if I, so let's just go talk about the maintenance board. So we have our maintenance tool over here. So this is somebody who's on who's actually on the maintenance team. So I'm gonna go to this board and I want to go look up the repairs board. Uh, let me see here if I've got it. Maintenance there. Uh, that may. I wonder if my permissions are that I don't have the right thing set up. I'll pull up the I'll have to come back to that. I guess so. Let me just show this. I apologize. So let me just show you when you're on this board's page, you can see here we have what's called the current tab.

So many of the work orders that are being fed in from inspections can actually land automatically on your board. The other thing that I wanted to show was the pending tab. So this pending tab is here. This is where I was kind of explaining that approvals queue. So it's that place where if the inspection had any tasks generated from it that you didn't want to have put into a work order automatically those can feed into this view, which would be a table and they could, they could load it up and say, OK, these are the different tasks that I need to move into these work orders. And there's also a paper clip here that just tells you there's, like, an attachment on it.

You can say where there are any submitted forms and if yes then you can you go pull that up and you can preview how it looks. So not only is the maintenance team having a work order, just getting created, but they can also have other information get tied in. It could be just a preview of that inspection, or it could also be the, umm, the actual requester who found that issue so that you can say OK, this is the person I need to talk to, then to go and figure out what to go and tackle.

So uh, so you can see that there's this PDF that I can show here and say, OK, this is the inspection, this is what they reported where the problems and it shows that Bowman Mitchell was the person who submitted that inspection. Right. So again, it's your way of reviewing these tasks and then saying, Yep, these do need to be done and I can go ahead and move those over into, uh, move those into a work order. I can create that new work order or drop it into an existing work order and as I assign those out, my list gets whittled down, right?

You can see that it just drops down into that area. OK, I'm gonna now hop back into my phone. Sorry, I stopped sharing and it finished that thinking. OK, cool. So if you can see my screen, hopefully, that shows there. So you'll notice on the mobile app there are several things that you can do, but what I'm gonna touch on today specifically is what we call the forms tool here for some giving this process kicked off. So let's say somebody is. They do find a problem and they want to submit a maintenance request.

I'm going to tap form and I've got this form here at the bottom called maintenance repair request demo and I'm gonna. I'm gonna fill out some information here and say the type of asset is articulating truck click and it filters it down just to all of my assets here. So whether it was a gearbox, in this case, I just grabbed this articulating truck. I was able to pick that and then I'm going to fill out the urgency. I'm going to say let's repair this week and if I want, I can also take a picture. So I'm going to take a picture here. This cool articulating truck Redlist sticker. So use that. I can also attach as many pictures as I want, right? So I can go and take some more, and if I even want to, I can even tap on that picture and I can mark it up. So that's actually really helpful for the team. They can. They can go and they this is the thing that is the problem, right?

So they can grab that. Umm, another thing too actually that I didn't call out. I've been talking pictures this whole time, but I can also go to access my library and if I wanted I could upload a video of the issue as well, right? And that way it could. I'm just going to cancel that because it's a longer video. Actually, it took so even that's actually been a huge value for people. You can actually upload a picture or you can upload a video so that people can hear the sound of the problem. Or maybe video and record the actual leak that's happening, right?

There's so much that you can capture from that video that we've sent up so that your video not only can stay on your inspection report, they can actually get kicked over to your work order so that the maintenance team can pull it up and watch that video and know exactly what to go and take a tackle. So here I'm just going to put umm. Loud noise and bearing is. Reaching and running hot. Something like that, right? Maybe there's a bearing on something there and it. You can also see too.

Just so that the maintenance team can have that information, we've set it up to where we are because I picked that asset above, populating the make model serial number, and last recorded hours. So thinking about, you know, saving time again, that information if that can be readily available and populated, the maintenance team doesn't have to go do a whole lot of research and chase that down, they can actually be like, oh, serial number. OK, I know I need to fix this by the bearing.

Let me go call the vendor telling them the serial number of that asset and you're already removing these steps, they can just go all in one place to find that information. Right. So I'm going to go ahead and hit submit and so as soon as I submit that inspection, a few things are happening right now and notification is getting kicked out. Uh work order is being generated along with those pictures and files, and the process is moving. It's already taking action, right? This is really helpful because now you don't have to worry about creating a new email or texting pictures that somebody else, the person who is like filling out that maintenance request repair request, did it all in one place and it kicks it out.

Uh, let me just make sure I think on the pre-OPS, I just want to show that forklift prep as well, just to just because I had it in the umm, the settings of how we were setting it up, I wanted to just make sure you could see that. So if I go OK, I want. It's gonna be this E, umm, the forklift here populating the last recorded hours. I can go through and I'm actually going to. I'm going to fail this parking brake as well. And we'll take a picture of the problem. I often picture it here. The parking brake is worn down. And then I can go through and I'm gonna just pass everything else. Or maybe you know we all, I also put this in here too. You don't have to do this, but if it's like, you know if it's something that I repaired, I can just say I repaired it, I could even require a comment. In this case, I didn't put that there. I'm just going to go through and go through my checklist. Sign it off. Put in my signature met and again that process is kicked off, so you'll notice to the app is saying that it's pushing those changes up.

So what's great is all of this is getting communicated to the team and stored in the cloud. So now let's go. Let's go see what that looks like over in the web app. I'm going to switch over to my account here. Stop sharing the screen. OK, so oh, you know what I think I need to share one more time. Sorry. There we go. OK, so here I go now. Umm, the notification was sent and the team was told that there was an issue and they were able to go and look into it. And so and again, that email could come in with those forms attached to the PDF as soon as those come in. I probably have those.

I'll pull that up as well, just so you can see it, but if I go over here, I'm going to say maintenance. And when I go hop over to. Oh, the missions I keep skipping on that, sorry. I'm going to turn this permission on real quick. You can control what boards people have access to so. There we go. Going to turn that on. Got a little bit of extra on the demo. Here you got to see that with permission you can control what people see. Alrighty, so now let's pull this up here and I got my repairs board. There we go. OK.

So we can see here that on this board you can see it. These are all the repair requests that have come in and you can see over here. Let's see if I got those tasks flowing in here. Possible that they're taking a second still. Getting submitted. OK, repair request. So here's one example of the repair request. So you can see that if I pop this open, I can look at this example here and review it. And it's going to load open. You have some different views of how you can look at your tasks. This is what we call the list view, so it's a list of your work orders. We also have what's called the chart view, so it's more of like a Kanban view of you can see that progress visually of where the tasks are being moved. I'm just going to show this here from the list view. Going to open up this work order here. And then I'm going to go see these tasks. In this case, I think it's just one single task on the work order. Let me confirm that I think I do. Yeah, it just has one task here, right?

So on that work order, it has this task and it's still in the to-do status. But if I want I can also pull up these files here and I could see OK. Here are some repair requests that were submitted for this piece of equipment and if there were other pictures as well, I can pull those up and I can see, you know, there's this issue that I found. You can see someone doodling on those as I did on that other picture.

And so you can kind of see from there what's you know what's going on visually and then from the side of kind of managing this and assigning the workout, the manager can actually go ahead and assign that hit this plus button and say, you know what, I'm going to go ahead and give this work order to Dallen and Dallen can get notified and be told, hey, you have this work order that you need to go complete and whether it's from that the computer or from the mobile app. And you know this, these people can actually go in and finish this, this work quarter out and log that it was completed and there were some other things, too that as they're completing, if they want, they can also like open up this task and say, you know what, I'm gonna I before I complete this task.

Maybe you can set it up to, say require that they fill out these questions and so maybe there's a form in here that you attached that says, you know work order completion or something. And when they fill that out, it can send a notification back to the team to say this has been resolved. You know it's we put that to bed and now people can know that they can go operate that piece of equipment again. And so, umm, just to kind of just give that view just you could see that from the form you could it'll get it can generate these work orders in this list and you can go tackle those and finish those up. So and again, the value too is. You're going to be able to see pictures of it or videos of the issue, and then you can, as a planner, when you're looking at this list of to-dos, you can go and knock those out.

And obviously, this was just on the repairs board. If there were some other boards that you want to create, depending on the type of workload, or if it's different people or different areas of your facility, you can. You can really set this up to be geared towards making these forms just automatically drive those processes out. So just as a quick recap before we move into some questions, you know, really just like The Who not how peace making sure that you have the right people in place to help you achieve this goal of enhancing your systems and your processes as well, making sure that you have a good playbook to say based on if we run into these issues, have these people get looped in through the full communication process from start to finish and just having that laid out in a simple way and that's a key thing too start simple maybe pick one thing that you know might be most useful to track at this time and then you can get rolling and fully build from there. But like I said earlier, happy to answer any questions if there are any. Umm. I'll pause for the next few minutes and give you the stage.

Rae Barton

Bryce said great information. Thank you for your time. It doesn't look like we have any other questions yet.

Dallen Davenport

Uh.

Rae Barton

OK, Tom Kuster asks. Could you expand on the relationships of teams to boards?

Dallen Davenport

Oh, for sure. Yeah, I'd be happy to, Tom. So Tom's asking about a portion of the platform. I'm hoping that you can still see this. Tom is referring to a part of our platform that we have called the teams category and then underneath each team as a board. So. So maybe, uh, lay this out a little more. I liked how we I liked how our settings visually can line this out. Umm, let me just hop over to that. Up over to. I know that I did that wrong. Charles. Maintenance time. There we go. Managed him. Sorry about that. So, so A-Team. Maybe just think of it this way. A team is probably a group of people who, umm, I've seen him broken out with as I've kind of worked with different facilities.

They a team may be a certain area of the facility, so maybe if they're in charge of only the maintenance for, I mean I'll use the pulp and paper mill for example, if they're in charge of the wood yard and you know all the machinery for the debarker and whatnot and there, you know, that's their primary responsibility, you may want to or and I'll even say as a maintenance team, you may want to, you could have a team that's just for the wood yard and then underneath that team. So this could be, let's just pretend if I make a team here, we'll just use this example. Say wood yard. And then underneath that team, you could say, OK, under I have two different boards that I would like to manage here. We'll just say that the first board I am, you know, we'll call it the, umm, preventative maintenance. The preventive Maintenance board may be may consist of your Lube text, right it may, or other people who are doing like your PM's for you.

Umm, so I can make a board for that. I'll just make a quick one here. Oops, add that column, and then a second team could be that you know my actual maintenance team for reactive maintenance. So just so that work doesn't crosshairs, I could have those teams running totally separately. They could hop into each other's boards to just see what's going on, but the team is that area of the plant. But then the board could actually be OK. What are my focuses? OK. Well, you're doing. You're doing routes only, so I'm going to make its board for that and that way you don't, you don't walk into your workload each day and say, why do I have these repairs popping up or why am I supposed to fix this leak? It just gets rid of that confusion.

I would say another reason, team, I would say is maybe stepping outside of the maintenance team. I've, you know, or maintenance department, I would say I've seen teams created for safety and so there may be a safety team with their boards. So that if something is actionable than that, that they're supposed to be aware of it should they can have, you know, maybe a board for incident reporting, maybe another one for safety observation. The other board for tracking their lanyard inspections and their harness inspections. You know, versus hopping over and having a team for maintenance-related issues, right? So, uh, it's just kind of, I would say really the team could fit more as your department and then the board may be just the focus of what the work should actually be. Hopefully, that helps.

Have a great question. Off and off they cool. Uh, and any other questions? Happy to talk about anything. OK, great. Uh, Rae, is there anything else you would like to add? I think that this kind of wraps up the presentation for me. Thank you, everybody, for joining.

Rae Barton

Yes, it doesn't look like we have any more questions. Thank you everyone for joining and participating.

Dallen Davenport

OK, have a great rest of your week everybody. Thank you.