WEBVTT

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00:00:02.430 --> 00:00:11.489

Rae Barton: Welcome, everybody, to this week's Red List webinar. I'm so pleased to be able to be joined here by our fabulous CTO, Logan Stinger.

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00:00:11.590 --> 00:00:28.030

Rae Barton: Logan is our Chief Technology Officer here at Red List. He does an enormous amount of work here. He is very knowledgeable, and very talented, and I come to him with every single small computer issue I have, and even though he's got a ton on his plate, he still finds time to help me.

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00:00:28.910 --> 00:00:33.899

Rae Barton: So we're so glad that he's taking the time to be here today.

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00:00:34.360 --> 00:00:34.950

Rae Barton: Before…

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00:00:34.950 --> 00:00:35.500

Logan Stinger: Yes.

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00:00:35.500 --> 00:00:39.910

Rae Barton: Yeah, before we get started into our webinar,

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00:00:40.170 --> 00:00:46.060

Rae Barton: I just wanted to do a quick plug for Red List Attain. This is our partner and user conference.

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00:00:46.110 --> 00:00:59.289

Rae Barton: You don't have to be a partner or a user to attend, but we are doing a lot in reliability-centered maintenance this year. We're building out a whole program as to how you can get your… your…

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00:00:59.290 --> 00:01:09.970

Rae Barton: reliability-centered maintenance program, started, and if you have any gaps, how to fill in those gaps. We've got a really great keynote speaker in Nancy Regan.

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00:01:10.030 --> 00:01:18.210

Rae Barton: And we're also going to have some really, really great interactive workshops in which you can work with sensors, which you can work with our 3D digital twins.

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00:01:18.380 --> 00:01:33.230

Rae Barton: And we've also got some really great, events that we're going to be doing. We're gonna have a casino night, we're gonna be doing a pheasant hunt, there's gonna be some hikes that will be available. Utah is really gorgeous at that time of year, so we'd love to have you here.

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00:01:34.480 --> 00:01:35.310

Rae Barton: Okay.

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00:01:36.250 --> 00:01:40.430

Rae Barton: I'm gonna pass it over to you now, Logan, so I'll let you take it away.

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00:01:41.170 --> 00:01:46.410

Logan Stinger: Well, thank you, Ray. I'm grateful to have this opportunity to just kind of speak through some of the

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00:01:46.720 --> 00:01:53.559

Logan Stinger: Some of the features that really set Red List apart, and, also just talk about why

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00:01:54.820 --> 00:02:14.459

Logan Stinger: why the general strategy is needed, regardless of the system you're using or what you're doing to perform your maintenance. Some of the key things that you need to look for when you're evaluating a platform to make sure you're doing your maintenance right. And this webinar, as you can see the title, it's turning it into a living program. That really is key. You know, we…

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00:02:14.530 --> 00:02:26.649

Logan Stinger: we see a lot of our customers, when we come on board, have legacy programs that have been around for, you know, 15 plus years, haven't really been updated during that time.

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00:02:27.100 --> 00:02:41.040

Logan Stinger: those that are on top of it typically are maintaining it via paper, or just an old ERP system that data was originally imported into. They may import new assets and things into it for

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00:02:41.210 --> 00:02:59.699

Logan Stinger: costing purposes, but we don't really see that flow down into the actual maintenance program very often, and… and things are just getting skipped. People who have been doing their job for years don't recognize that there's… there's new things they need to be doing, or changes to the program that they need to be aware of, and so that's… that's really where Red List

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00:02:59.700 --> 00:03:07.640

Logan Stinger: Comes in, and really any maintenance program system that you're using should help you solve that problem and make sure that

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00:03:07.660 --> 00:03:15.289

Logan Stinger: as new equipment is being onboarded, it's quickly being adopted into the program. We'll talk about how that happens as we go throughout this.

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00:03:17.640 --> 00:03:19.599

Logan Stinger: Right, so the first part…

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00:03:20.000 --> 00:03:35.399

Logan Stinger: of setting up a program is just recognizing that things don't happen at the asset level, and that's typically where the ERPs break down, whether we're talking about SAP or NetSuite, the big players in

the game, they definitely

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00:03:35.540 --> 00:03:40.129

Logan Stinger: Focus on tracking the asset and the cost of that asset.

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00:03:40.220 --> 00:03:56.989

Logan Stinger: But maintenance isn't done at the asset level, it's done at the component level, and so organization of your facility is step one. We want to document your site, the various areas within your site, all of the assets that are in those areas.

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00:03:57.020 --> 00:04:03.530

Logan Stinger: the responsible parties for those areas, and then the individual components on each of those assets. There's also

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00:04:03.690 --> 00:04:14.060

Logan Stinger: grouping within the asset of asset sections that's not really called out here, but you want a clear visual. This digital twin, whether that's

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00:04:14.920 --> 00:04:21.739

Logan Stinger: An image that you see, or just documentation, and we've got both that we'll cover later.

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00:04:21.740 --> 00:04:35.690

Logan Stinger: But you need to have a clear representation of every single lube point in your facility, and every… every task that you might need to perform, and what you're performing that task on, and really be able to track it at a really granular level.

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00:04:35.730 --> 00:04:41.530

Logan Stinger: We see that, you know, The majority of… of issues aren't on

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00:04:41.560 --> 00:04:52.910

Logan Stinger: the pump skid, it is on a particular bearing on that pump skid, and so we want to know the maintenance down to that bearing level of when was the last time it was lubricated.

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00:04:52.910 --> 00:04:55.040

Logan Stinger: By who, the amount of grease.

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00:04:55.040 --> 00:05:13.069

Logan Stinger: was the right grease used, and we want to be able to track and capture data at that level. So it's really important that your lubrication program, whatever system you're using, goes down to that component level, so that you can have that visibility into the maintenance that's taking place on the individual

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00:05:13.090 --> 00:05:14.570

Logan Stinger: Loot point.

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00:05:16.410 --> 00:05:20.840

Rae Barton: Yeah, Logan, I just had a story to add. It's…

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00:05:20.840 --> 00:05:39.099

Rae Barton: funny that you talk about that. One of the analogies that I hear often is, like, you know, when your car breaks down, it's not actually the car that breaks. You don't just go and buy a new car, for the most part. You know, sometimes your car might reach a point where it's really dead and gone, but all I needed to do was really replace the battery. That was the component.

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00:05:39.280 --> 00:05:47.349

Rae Barton: So it's… it's funny that you say that, because it happens even in the smaller vehicles that we use in our day-to-day life, those machines as well.

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00:05:47.950 --> 00:05:56.890

Logan Stinger: Yeah, and I think a lot of us just take it for granted. You know, we… we're very used to referring to the different parts of our car, but in…

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00:05:57.260 --> 00:05:59.199

Logan Stinger: In these broader…

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00:05:59.520 --> 00:06:12.270

Logan Stinger: Facilities, when we're talking about a corrugator, for example, we oftentimes refer to the corrugator broke down, and it's really… it was just a bearing on the corrugator that seized up that needed to be addressed.

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00:06:16.190 --> 00:06:23.920

Logan Stinger: All right, so the next step is just making sure, after we've kind of documented and laid out a facility, it's important to

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00:06:24.180 --> 00:06:34.800

Logan Stinger: then identify all of the different types of tasks that happen. To your point, Ray, you're… you're not lubricating a battery, and, you know, with any lube…

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00:06:34.960 --> 00:06:52.379

Logan Stinger: lube program or general maintenance program, you want to be able to clearly identify the specific task that is going to take place, and the materials that you're going to use to perform that task, and how you're going to perform that task, along with all of the instructions and documentation, and

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00:06:52.380 --> 00:06:59.379

Logan Stinger: And we'll cover that a little bit later, but all of that goes into creating a very complete program

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00:06:59.570 --> 00:07:09.059

Logan Stinger: And those things sometimes change as you… as you go from kind of a Stage 1 maintenance program to a…

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00:07:09.100 --> 00:07:15.979

Logan Stinger: you know, Stage 4 maintenance program, where you're really doing all of the checks that need to be done.

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00:07:15.980 --> 00:07:33.710

Logan Stinger: And, you know, we want to take you from where you're at. We recognize not everybody is there. You know, not everybody is going in and cleaning the dust particles off of a particular component every day. But eventually, you may want to track those cleaning components, and you may have a specific type of cleaner that you're going to use as you're doing that.

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00:07:33.710 --> 00:07:36.950

Logan Stinger: And so, being able to document at the task level

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00:07:36.950 --> 00:07:46.390

Logan Stinger: The product you're using, the maintenance method you're gonna use with that product, the task type, whether that's grease, clean, lubricate, inspect.

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00:07:46.450 --> 00:07:56.010

Logan Stinger: And the component type that you're doing those things on, bearings, hydraulic, pumps.

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00:07:57.220 --> 00:08:10.319

Logan Stinger: we want to be able to capture that and document everything, and the frequency, all sorts of things, the amount that's taken. All of those are very important to set up a living program, because

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00:08:11.340 --> 00:08:16.060

Logan Stinger: As you start out, it's very common for people to… group?

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00:08:16.490 --> 00:08:21.710

Logan Stinger: Their items by how they're currently doing things into a route.

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00:08:22.090 --> 00:08:25.140

Logan Stinger: But then later, as they add additional tasks.

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00:08:25.850 --> 00:08:36.510

Logan Stinger: into the system of things they would like to have done, whether that's a clean task or a lubricate task, or they're changing the product that they're using, the route no longer reflects

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00:08:36.620 --> 00:08:40.870

Logan Stinger: the… The accurate state of what you're trying to accomplish.

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00:08:40.970 --> 00:08:41.940

Logan Stinger: And…

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00:08:42.090 --> 00:08:54.230

Logan Stinger: in a living program, all of that is dynamic. Your routes are based off of these types of

parameters, and so we call them these auto-updating rules that govern what's on the task.

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00:08:54.290 --> 00:09:03.369

Logan Stinger: Allows for… for you, as a, as a maintenance manager, or even… even technician who is installing something new.

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00:09:03.490 --> 00:09:20.880

Logan Stinger: As you add that into the system, it automatically goes onto the route and is assigned to the right person, and they've got all the details that they need of how to perform that, simply by just documenting what does it take to maintain this component. The route takes care of itself by doing that.

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00:09:21.030 --> 00:09:38.309

Logan Stinger: And so, you want the ability to set up these routes based off any set of these criterias, you know, automatically pull in all grease tasks, and then a new grease task added to the system would be pulled in, automatically pull in any task that uses a particular product.

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00:09:38.310 --> 00:09:48.999

Logan Stinger: or any task that I… I use a rag to apply it, I want all of those grouped together, and you just set up those rules, and then the routes take care of themselves. And that's…

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00:09:49.000 --> 00:10:02.640

Logan Stinger: That's something that's really important in this living program that I mentioned at the beginning, these outdated systems just don't do that. You have to… you have to remember to go in and find the specific route, the specific person it's assigned to, add that task to them.

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00:10:02.640 --> 00:10:19.059

Logan Stinger: And even then, where they're usually tracking it at the asset level, oftentimes they don't even recognize that that new task is there. They still see that the asset is there that they need to go perform their maintenance on, and they do the same thing that they've always been doing, not recognizing that things have changed there.

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00:10:24.070 --> 00:10:33.689

Logan Stinger: within the Red List system, we give you 3 ways of managing those tasks, and I kind of mentioned the…

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00:10:33.960 --> 00:10:49.460

Logan Stinger: the rules, and they're foundational to any one of these types of tasks. The rules control which tasks are on the route, and the dynamic updating of that route, so that it always has the most accurate set of

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00:10:49.460 --> 00:11:00.370

Logan Stinger: of tasks that you need to perform, but when those routes actually trigger is important and, changes facility to facility. You've… you've got your

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00:11:00.650 --> 00:11:18.330

Logan Stinger: your best practices and things that you're comfortable with, and we want to be able to support that. And so we support 3 different modes, you know, the first being manual, and this is really for

your typical planner who wants to look at all of the routes in the system, the individual items on those routes that

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00:11:18.570 --> 00:11:26.740

Logan Stinger: Are… are maybe overdue, or… Need or are coming due, and be able to kind of schedule

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00:11:26.740 --> 00:11:43.450

Logan Stinger: based off of your team's capacity, who's working when, and really lay that out on a calendar and choose when they're going to be triggered, and then ultimately be the one to control, yeah, I'm activating this route, and now it gets, it gets fed down to your maintenance team.

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00:11:43.460 --> 00:11:45.239

Logan Stinger: To go perform that.

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00:11:45.300 --> 00:11:58.930

Logan Stinger: And that's often controlled by that scheduler. Sometimes it's controlled by integrations as well. Maybe you're using an ERP and were integrated with your SAP system, and as you trigger that work order inside of SAP,

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00:11:58.980 --> 00:12:16.419

Logan Stinger: or whatever system you're using, that would flow then over into RedList to activate the route on the Red List side, giving the technicians that mobile view that they can then use to see down to that task level of not just… not just the assets that have always been on their work order, but those individual tasks.

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00:12:16.700 --> 00:12:23.429

Logan Stinger: And so the scheduler-controlled or integration-controlled are kind of the two main paradigms for that manual task.

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00:12:24.260 --> 00:12:26.380

Logan Stinger: Fixed routes are…

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00:12:27.200 --> 00:12:42.380

Logan Stinger: are simply things that you know as a company you never want to miss. You want them done every 7 days, or even every day, every couple hours, maybe. Or maybe it's condition, you know, every 7,000 cycles.

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00:12:42.760 --> 00:12:45.090

Logan Stinger: That's…

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00:12:45.560 --> 00:12:53.249

Logan Stinger: That's your typical fixed-based route, where you go into the system, you specify those dynamic rules of what tasks you want to be part of this.

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00:12:53.250 --> 00:13:09.570

Logan Stinger: And then every 7 days, Red List will just automatically present that to you and say, here's your route again that needs to be performed. And that's something most of you are probably familiar with.

That's how the SAPs and a lot of these other systems do work. They kind of have this fixed-based route where you identify

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00:13:09.580 --> 00:13:16.260

Logan Stinger: What you want to do, and how often you want to do it, and it just generates that work order for you on that frequency.

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00:13:16.530 --> 00:13:19.179

Logan Stinger: And so we, we support that model as well.

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00:13:19.360 --> 00:13:27.689

Logan Stinger: But then one that we're really proud of, and we see a lot of adoption and excitement with our customers around, is the dynamic route.

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00:13:27.930 --> 00:13:32.860

Logan Stinger: And this is one where it's… it's not just that same set of tasks.

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00:13:33.060 --> 00:13:46.639

Logan Stinger: We've identified that there are 30 tasks that need to be on this route, because they're all grease-based. I use the same grease gun, I carry the same products with me, and so while I'm out and about, I should do everything related to that that is due.

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00:13:46.640 --> 00:13:56.529

Logan Stinger: But recognizing that not all of them are due on the same frequency, and so rather than needing to create a daily route, a weekly route, a monthly route, an annual route.

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00:13:56.530 --> 00:14:02.850

Logan Stinger: You can just create a dynamic route in Red List, and put the frequency on the individual task level.

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00:14:02.850 --> 00:14:20.419

Logan Stinger: And then when your work order generates, it… it just generates with those items that have come due, and so if the annual task is now due, you know, something that only needs greased once a year, that's just gonna be on the technician's work order that day, showing that he's got this extra point that he doesn't typically have.

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00:14:20.450 --> 00:14:23.960

Logan Stinger: And you don't have to worry about maintaining and updating

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00:14:24.810 --> 00:14:37.240

Logan Stinger: a lot of different routes, which we typically see as we come into these systems, kind of mentioned those old, outdated programs. We'll often see hundreds of these routes that have been built out with these

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00:14:37.290 --> 00:14:50.169

Logan Stinger: different frequency tasks on them, and we can oftentimes replace those with just a handful of

tasks, just the types that you're doing of, okay, this is… this is my blue grease task route.

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00:14:50.290 --> 00:15:02.430

Logan Stinger: And every day, as that… as that maintenance tech opens up his phone, he sees the new tasks that are flowing onto that route, and he can… he can complete those tasks and the route, daily.

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00:15:02.440 --> 00:15:15.220

Logan Stinger: And it's just auto-updated for him the next day with the next set of stuff that is flowing in and coming due. That dynamic route is proving very useful for a lot of companies, making it very easy, not only with those auto-updating rules to make sure that

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00:15:15.220 --> 00:15:32.799

Logan Stinger: everything is always captured, but that day in, day out, nothing is getting missed, you know, those tasks that you aren't able to get to today, they're still on your route tomorrow. There's not this concept of completing out the work order, and then needing to wait another 30 days before it comes due, just because a particular asset

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00:15:32.820 --> 00:15:53.699

Logan Stinger: or component on that asset wasn't available. You know, maybe the system was running when it wasn't expected to be, and so the guy wasn't able to grease it. Well, the very next day, when he opens his route, that task is still there, even though he had completed the work order and closed it out. Red List has kept track of that task is still not done, and is still at the top of the priority list, and needs to be addressed.

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00:15:53.880 --> 00:15:59.389

Logan Stinger: And that's, really, really helping to reduce downtime in these facilities.

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00:16:05.310 --> 00:16:13.509

Logan Stinger: I kind of gave a little prelude into this earlier, but the visuals and the instructions are really what

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00:16:13.740 --> 00:16:25.430

Logan Stinger: sets a lube program apart. We know that a lot of your maintenance techs have been with you for years. You know, they've got 20 years of experience, and they know

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00:16:25.620 --> 00:16:28.649

Logan Stinger: What they're going to do, where they're going to do it.

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00:16:28.720 --> 00:16:44.419

Logan Stinger: But they're also retiring here really soon, and we've just seen this change in the workforce where these people with this innate knowledge of how to maintain or take care of a piece of equipment are leaving. The upcoming generation

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00:16:44.420 --> 00:16:52.819

Logan Stinger: doesn't have all of that, innate understanding. They didn't grow up around this heavy machinery all around them. You know, the… the…

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00:16:52.850 --> 00:17:00.699

Logan Stinger: guys that used to grow up on the farm, maintaining their dad's tractor, and now they're working in your facility. Obviously that's…

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00:17:01.720 --> 00:17:06.490

Logan Stinger: That's being phased out, and the new generation needs more information

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00:17:06.609 --> 00:17:25.249

Logan Stinger: Which they're great at assimilating, you know, YouTube is awesome. It shows us all how to accomplish tasks that we never were able to do in the past, because we didn't have someone to teach us and train us, and now it's so readily available. But getting that into the techs' hands as they're out on the floor.

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00:17:25.250 --> 00:17:31.710

Logan Stinger: Doing their tasks, being able to show those instructional videos in line with the tasks that they're meant to perform.

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00:17:31.810 --> 00:17:50.410

Logan Stinger: show them where, like, on schematics, in a 3D model of your facility, 2D images, you know, close-ups and far away that are… that have areas highlighted on them, that all show that tech exactly where he needs to be.

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00:17:50.450 --> 00:17:59.559

Logan Stinger: And what he needs to do, layered with those instructional videos and documentation and SOPs and all of the training material.

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00:17:59.630 --> 00:18:11.599

Logan Stinger: all… all tied to that component, so that when you walk up to that asset, you scan that asset via, whether it's a QR code or an NFC chip that we… we install on it for you.

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00:18:11.690 --> 00:18:22.259

Logan Stinger: all of that information is right there, available. It shows them… shows them, like I said, where they're at and what they need to do, and how they need to do it, and they have access to all of that information.

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00:18:22.490 --> 00:18:38.300

Logan Stinger: And that's huge, you know, as the workforce will continue to revolve quickly, you want to be able to bring new people up to speed very, very quickly. You know, day one, they should be able to go and perform this job, because the tool is guiding them.

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00:18:38.300 --> 00:18:45.189

Logan Stinger: It's guiding them to the next point, and then it's guiding them how to perform the task that they need to do at that point.

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00:18:45.250 --> 00:18:55.180

Logan Stinger: And it's… it's tracking that they're doing it correctly as they're entering in the product that they used, the quantity that they used.

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00:18:55.220 --> 00:19:06.149

Logan Stinger: And we can then provide almost that real-time feedback of, are things being done in the correct manner, and is your equipment really being maintained the way you expect it to be maintained?

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00:19:06.570 --> 00:19:08.090

Logan Stinger: And so the… the…

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00:19:08.340 --> 00:19:14.820

Logan Stinger: the things called out here, you know, those asset images and videos, 2D schematics, 3D modeling, that's all stuff that really

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00:19:14.960 --> 00:19:19.960

Logan Stinger: assist the tech in doing their job, and I think Ray's gonna demo some of that stuff

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00:19:20.070 --> 00:19:21.619

Logan Stinger: In just a minute.

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00:19:27.020 --> 00:19:30.450

Logan Stinger: Yeah, and then, after you've set all of this up.

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00:19:30.890 --> 00:19:36.960

Logan Stinger: You want… you want to recognize that your… your employee's actually doing the work.

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00:19:37.270 --> 00:19:48.929

Logan Stinger: are going to be your best source of new insights and information about what needs to change. You know, perhaps a machine is

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00:19:49.300 --> 00:19:54.239

Logan Stinger: has been decommissioned. They go to do their lube route, they can clearly see that the

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00:19:54.300 --> 00:20:09.640

Logan Stinger: the component is turned off, you know, maybe there's some hazard tape around it, whatever it might be. They need to be able to update the system and inform managers, all the right people of what's going on to get that task either paused so that it doesn't

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00:20:09.640 --> 00:20:17.839

Logan Stinger: Keep showing up on their daily route, or completely removed from the route if that asset and component really are being decommissioned.

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00:20:17.880 --> 00:20:21.130

Logan Stinger: And having a mobile tool that lets them

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00:20:21.200 --> 00:20:24.620

Logan Stinger: Take those pictures, add in their comments.

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00:20:24.770 --> 00:20:43.799

Logan Stinger: change task statuses, asset statuses, have communication with their manager or other of their peers, and talk about that asset or that component and what's going on. And all of that can be done in real time and feed back into the program, and auto-update the program so that they're

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00:20:44.550 --> 00:20:59.060

Logan Stinger: they're focused on what really matters, and not just this paper sheet that keeps telling them to do the same thing week after week when half of it has become irrelevant. And so really being able to rely on those frontline workers to, you know.

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00:20:59.700 --> 00:21:01.340

Logan Stinger: be more engaged.

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00:21:01.460 --> 00:21:12.619

Logan Stinger: give you that feedback, and for you to act on that, or the system to automatically act on that, really changes the way they look at their job. We frequently hear that people just feel

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00:21:12.700 --> 00:21:29.760

Logan Stinger: undervalued. You know, they've said the same thing for the past 3 years, or, you know, maybe it's even just a couple weeks or a couple months that I've been telling them that this is leaking, or this is broken, or this needs maintenance, and no one ever does anything about that. And being able to have that

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00:21:31.000 --> 00:21:46.820

Logan Stinger: be more dynamic in how it updates and informs the system, makes them feel appreciated, heard, and they value their job, and they're looking for more ways to improve. And we've really seen technicians appreciate their feedback

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00:21:47.070 --> 00:21:54.589

Logan Stinger: that they're able to capture in the tool being incorporated so quickly into the programs. That's all part of a good living program.

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00:21:58.890 --> 00:22:08.829

Logan Stinger: I think I maybe got a little ahead of myself with this slide, that's alright. But just recognizing that that communication needs to be connected. We… we hear that

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00:22:08.970 --> 00:22:14.760

Logan Stinger: People often receive emails, you know, these, these maintenance managers, plant managers,

134

00:22:15.070 --> 00:22:29.690

Logan Stinger: shift leads, they're… they're getting emails or text messages, or they're using Slack or Teams, whatever your company communication is, but it's not really tied in to the system itself. It's… it's just…

135

00:22:29.980 --> 00:22:35.929

Logan Stinger: Feedback that sits in these other systems. It's hard to sift through, find, remember.

136

00:22:35.930 --> 00:22:53.909

Logan Stinger: Emails, you know, quickly get buried if you can't act on it right then. We're all busy, we all have tasks that take us away from what we're working on right now, and then oftentimes we forget to go back to those tasks, and that happens all the time in the maintenance space, where this email was sent informing someone of

137

00:22:53.910 --> 00:23:07.499

Logan Stinger: of an asset that is… that is having issues, and then nothing happens with it until that next 30- day cycle when it's visited again. And when… when all of that is part of the program and the…

138

00:23:07.530 --> 00:23:10.880

Logan Stinger: The conversations are linked to the asset.

139

00:23:11.520 --> 00:23:19.419

Logan Stinger: And you can have this conversation feed of what's been said by who, and it's always front and center as part of this program.

140

00:23:19.530 --> 00:23:20.840

Logan Stinger: you…

141

00:23:21.840 --> 00:23:30.800

Logan Stinger: You don't have the lengthy cycles that are typical in… or the repeated cycles that it usually takes to get something done.

142

00:23:30.920 --> 00:23:50.370

Logan Stinger: And then I kind of mentioned the NFC tags, QR codes, that just really helps in making sure that you really are at the right place, right time, and being able to walk up to an asset, just scan it with your phone, and have it pull up all of that information. Again, that's all part of that connected, connected data that just helps the tech

143

00:23:50.590 --> 00:23:52.840

Logan Stinger: Do their work more, more efficiently.

144

00:23:56.900 --> 00:24:11.709

Logan Stinger: All right, I think this is where I'm gonna hand it back to Ray. She's gonna walk us through, the… both mobile and web app, maybe. I'm not sure what she's got prepared for us, but there's some exciting features in here that's… that's pretty important to see how all of this works.

145

00:24:12.120 --> 00:24:13.709

Rae Barton: Hey, I do.

146

00:24:14.020 --> 00:24:33.290

Rae Barton: So, talking about making it a living program, obviously we want each of these parts to be as easily updatable as possible. So, first thing that I wanted to show you guys is asset hierarchies, grouping

your assets into different areas. You know, it should be easy for me if I'm coming into this receiving area.

147

00:24:33.510 --> 00:24:35.560

Rae Barton: And this is a,

148

00:24:35.720 --> 00:24:46.360

Rae Barton: a food recycling plant that we're showing you today. If I wanted to resequence the assets, that should be, really, really easy for me to do.

149

00:24:46.570 --> 00:24:50.160

Rae Barton: And it's actually… I'm just doing it wrong here, there we go.

150

00:24:50.690 --> 00:24:55.150

Rae Barton: If I wanna, you know.

151

00:24:55.480 --> 00:25:01.289

Rae Barton: And that's one way that we can sequence assets. If I want to be able to…

152

00:25:01.810 --> 00:25:04.269

Rae Barton: Make changes to my assets.

153

00:25:07.770 --> 00:25:25.480

Rae Barton: that's something that, if I'm an administrator that's part of this program, I should be able to do that really easily. If I want to change the photos on it, I should be able to do that. If I want to be able to say how many hours this has been running, you know, I should be able to do that as easy as possible.

154

00:25:28.590 --> 00:25:32.769

Rae Barton: If I wanted to be able to go into the individual components of this auger.

155

00:25:33.250 --> 00:25:46.390

Rae Barton: And I can see that it's got a couple, it's got some bearings, and it's got a gearbox. I should be able to go into them and easily edit them and update them. Or maybe, if I wanted to add a component.

156

00:25:46.800 --> 00:25:50.610

Rae Barton: I should be able to go in and do that relatively easy.

157

00:25:50.710 --> 00:26:03.890

Rae Barton: We don't give access to everyone, I just wanted to, highlight that. It's not that anyone can go in and do anything, there are permission sets that you can give to people, but you want to, you know, if someone is,

158

00:26:04.230 --> 00:26:08.050

Rae Barton: Is the appropriate person at your plant that knows what's going on.

159

00:26:08.300 --> 00:26:16.110

Rae Barton: They should be able to come in and make changes when a new machine comes in, when they can see that something's wrong, when a task needs to be updated.

160

00:26:17.590 --> 00:26:36.120

Rae Barton: So you can see here, each… each asset has its own profile, and then on that profile, it's broken down into components. Each component has its own profile, and then, associated to those components are the preventative maintenance tasks. And again, I should be able to come in here and easily update

161

00:26:36.300 --> 00:26:44.210

Rae Barton: any of the information, let's say this frequency actually needs to be 90 days, or maybe I need to create a new frequency.

162

00:26:44.340 --> 00:26:50.510

Rae Barton: It should be relatively simple to make these updates to keep your program moving in the way that it needs to be.

163

00:26:51.570 --> 00:26:56.160

Rae Barton: Okay. So…

164

00:26:57.510 --> 00:27:06.369

Rae Barton: And that's the basics of asset hierarchy in the system. We went through that pretty quickly. The next thing that I wanted to show you guys is

165

00:27:06.450 --> 00:27:20.310

Rae Barton: that, what Logan was talking about, being able to filter out tasks, and have them, group into certain routes, and have it auto-update as you add tasks of that certain type.

166

00:27:20.590 --> 00:27:26.059

Rae Barton: So, if I click into this weekly inspection, and I come into the tasks.

167

00:27:27.150 --> 00:27:28.779

Rae Barton: There's only one on this one.

168

00:27:28.980 --> 00:27:30.910

Rae Barton: But I can,

169

00:27:32.650 --> 00:27:42.370

Rae Barton: I can do a lot of different things to this. I can create a new task from scratch again, I can add a task from a template, but what I'm actually going to do is just add another route in general.

170

00:27:44.750 --> 00:27:45.829

Rae Barton: And I'm actually…

171

00:27:46.100 --> 00:27:51.950

Rae Barton: This is how I'd create a reactive route. If I wanted to come into the setup and the template.

172

00:27:54.200 --> 00:27:58.980

Rae Barton: what I can do is look at the different programs that I have available.

173

00:27:59.600 --> 00:28:02.490

Rae Barton: I'm actually going to come into a different one.

174

00:28:02.610 --> 00:28:08.240

Rae Barton: it looks like… Something that we can also do in Red List is create templates.

175

00:28:08.360 --> 00:28:17.520

Rae Barton: Where if you've got multiple of the same asset, you just create a template for that asset, and it pumps out, you know, routes depending on that template.

176

00:28:17.560 --> 00:28:29.430

Rae Barton: But this is where I can come into one, and I can see that I've got those three different options, a dynamic route, where I can just have tasks flow in and out of the route, depending on their frequent, when they're due.

177

00:28:29.790 --> 00:28:45.739

Rae Barton: And then I've got this fixed route where it pumps out the work order depending on that fixed frequency that the work order is set at, and then I've got the manual one where it just sits in the templates, ready to be generated when someone manually goes in and triggers it.

178

00:28:47.230 --> 00:28:51.509

Rae Barton: And then on the tasks, I've got something called the Quick Route Builder.

179

00:28:51.740 --> 00:28:58.679

Rae Barton: this is where I can come in, and I can look at, you know, maybe I just want to hit all of my greased bearings.

180

00:28:58.800 --> 00:29:01.820

Rae Barton: maybe I just want to do a, you know.

181

00:29:02.060 --> 00:29:05.270

Rae Barton: Clean route, or a grease route.

182

00:29:05.690 --> 00:29:09.839

Rae Barton: maybe I want to do, you know, a specific

183

00:29:10.950 --> 00:29:19.359

Rae Barton: you know, grease gun route, whatever it might be, or, you know, if there's a specific product type as well. I just want to do…

184

00:29:19.630 --> 00:29:33.560

Rae Barton: all my lubricants and oils, not my greases on a route. There's different ways that you can filter out all of the tasks that already exist in your system to build a route that then auto-updates depending on the rules that you've set here. So if I do, you know.

185

00:29:33.920 --> 00:29:38.699

Rae Barton: blow out and replace route.

186

00:29:38.850 --> 00:29:39.980

Rae Barton: then I can…

187

00:29:40.640 --> 00:29:48.919

Rae Barton: the next time that I add a blowout or replace task, it's gonna come into this route automatically. I don't have to go in and remember to add it.

188

00:29:50.240 --> 00:29:51.070

Rae Barton: Okay.

189

00:29:53.730 --> 00:29:59.309

Rae Barton: I'm actually now gonna swap over to the mobile app, so I'm gonna stop my share here.

190

00:30:02.440 --> 00:30:03.730

Rae Barton: Unsure.

191

00:30:04.870 --> 00:30:06.559

Rae Barton: On my mobile.

192

00:30:10.070 --> 00:30:11.020

Rae Barton: Okay.

193

00:30:16.670 --> 00:30:34.609

Rae Barton: So, normally when you come into Red List on the mobile app, hopefully everyone is seeing my screen here, your technician is going to see something like this, where it's got the work that's assigned to them, work that's assigned to their employee role, or maybe, you know, if they've got more permissions, they might see everything that's open.

194

00:30:35.010 --> 00:30:43.100

Rae Barton: When Logan was talking about the very visual information, something that we've done here at Red List.

195

00:30:43.410 --> 00:30:53.309

Rae Barton: is we've also integrated a 3D scanning tool, that we come into your facility with a, you know, a very specific type of camera, and we create

196

00:30:53.910 --> 00:31:00.850

Rae Barton: What we call a digital twin. A copy, a digital copy of your facility.

197

00:31:01.130 --> 00:31:17.069

Rae Barton: And then what we do with that digital copy is we overlay where the assets are, where the components are, and where the tasks are. So you can see on this Nord Gearbox motor combo, on this, you know, receiving route that I have, I can click into the details, and I can see.

198

00:31:17.080 --> 00:31:22.650

Rae Barton: All of that very specific instruction and information that my

199

00:31:23.240 --> 00:31:26.450

Rae Barton: That my technician might need to see.

200

00:31:27.450 --> 00:31:36.969

Rae Barton: And then I can come in and, hey, say, hey, complete it, and now I need to go to the next one. Again, I can… I've done it, I can say, hey, that's done.

201

00:31:37.740 --> 00:31:43.270

Rae Barton: And it's, you know, and it can take me to… the next part.

202

00:31:44.770 --> 00:31:52.580

Rae Barton: And walk me through the different pieces. You can see that there's… it's checking off each of these tasks and taking you to the next point.

203

00:31:57.000 --> 00:31:59.549

Rae Barton: As it walks you through what to do.

204

00:32:02.860 --> 00:32:03.630

Rae Barton: Okay.

205

00:32:04.060 --> 00:32:07.999

Rae Barton: That's something that we, that we have available to us.

206

00:32:08.170 --> 00:32:15.060

Rae Barton: Something else that I can do on this route if I need to communicate with my manager instead of, you know, texting.

207

00:32:15.220 --> 00:32:19.050

Rae Barton: What I can do is come to this, this little,

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00:32:19.150 --> 00:32:22.199

Rae Barton: There's this… this bar at the top gives you different options.

209

00:32:22.360 --> 00:32:29.390

Rae Barton: I can come into this communications hub, and I can do a new post, and I can tag, you know, my manager.

210

00:32:30.850 --> 00:32:31.830

Rae Barton: Reg?

211

00:32:40.840 --> 00:32:42.060

Rae Barton: Hit save.

212

00:32:42.640 --> 00:32:53.279

Rae Barton: And I can start communicating about what issues I might be having. Obviously that's a very generic message to send. I'd probably want to send a little bit more detail.

213

00:32:53.660 --> 00:33:01.000

Rae Barton: Or maybe he's come across a task on a machine that's been, you know, it's no longer…

214

00:33:01.420 --> 00:33:14.460

Rae Barton: in service, they need to, not have that appear on their week anymore, they can send messages like that. Or if I am, you know, the maintenance manager, the plant manager, and I can go in and make those calls myself, I can come into this assets tab here.

215

00:33:15.410 --> 00:33:21.500

Rae Barton: Come into one of the machines, and on this top row, you've got two gears at the top.

216

00:33:21.850 --> 00:33:26.249

Rae Barton: This is the same view as the components view.

217

00:33:26.760 --> 00:33:31.829

Rae Barton: on the web app, where I can see those NDE bearings and that Nord Gearbox motor combo.

218

00:33:32.220 --> 00:33:40.029

Rae Barton: and I… let's say this mobile 222 grease task is incorrect, I want… I need to change something on it.

219

00:33:40.230 --> 00:33:44.079

Rae Barton: That actually it needs 9 pumps, not 10.

220

00:33:44.180 --> 00:33:45.480

Rae Barton: I can do that.

221

00:33:45.910 --> 00:33:47.320

Rae Barton: And then that… that…

222

00:33:47.510 --> 00:33:54.329

Rae Barton: that small change has changed it everywhere in the system. It's changed on my route, it's changed when it shows up on my guy's,

223

00:33:54.940 --> 00:33:57.120

Rae Barton: On my guys' work orders for the day.

224

00:33:57.390 --> 00:34:05.300

Rae Barton: So, lots of different ways that, in the field, you can go out and make these changes to your program as they come up.

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00:34:05.440 --> 00:34:08.560

Rae Barton: Instead of having to do kind of a big survey.

226

00:34:08.719 --> 00:34:24.420

Rae Barton: You know, every 3 years, because you've built a new line, you've deactivated a certain piece of equipment, you've replaced certain components with a different kind of motor or gearbox, or whatever it might be, that has different requirements for its care.

227

00:34:24.730 --> 00:34:26.880

Rae Barton: Okay.

228

00:34:27.179 --> 00:34:34.420

Rae Barton: I think that is everything that I wanted to show you guys today, so I'm gonna stop sharing on my phone and come back to the PowerPoint.

229

00:34:49.360 --> 00:34:50.350

Rae Barton: Okay.

230

00:34:57.060 --> 00:34:59.710

Rae Barton: Alright, Logan, are you seeing my screen again?

231

00:35:00.180 --> 00:35:01.260

Logan Stinger: I am, yes.

232

00:35:01.260 --> 00:35:01.575

Rae Barton: effect.

233

00:35:03.340 --> 00:35:04.440

Rae Barton: Okay.

234

00:35:07.820 --> 00:35:13.730

Logan Stinger: Well, time for Q&A. I don't know if there's any questions that anybody has, but we'd love to…

235

00:35:13.900 --> 00:35:16.660

Logan Stinger: Try to address a few of them, we've got a little time.

236

00:35:23.380 --> 00:35:25.750

Rae Barton: I don't see any questions currently.

237

00:35:49.190 --> 00:35:49.970

Rae Barton: Okay.

238

00:35:52.630 --> 00:35:53.970

Logan Stinger: Well, if they're…

239

00:35:54.200 --> 00:36:03.589

Logan Stinger: are no questions. Obviously, we've got a lot of information on our website that cover a lot of these topics as well, if you'd like to learn more. We've got a

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00:36:03.800 --> 00:36:09.350

Logan Stinger: Try-it-yourself demo that you can access via the… our marketing website as well.

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00:36:09.630 --> 00:36:11.480

Logan Stinger: You know, as…

242

00:36:12.350 --> 00:36:19.489

Rae Barton: We did actually have a question come through. Can this be applied to other equipment assets,

i.e. instrumentation?

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00:36:20.090 --> 00:36:27.250

Rae Barton: Do you know what? I've actually, I can take this one, Logan. I've been working with, a con…

244

00:36:27.400 --> 00:36:43.889

Rae Barton: a consultant for pharmaceutical companies, and in pharma, they have a lot of, very delicate instrumentation to do their calibration routes with. So we do have examples of where you can, you know, you need to calibrate your calibrator before you go out on the route.

245

00:36:43.890 --> 00:36:48.370

Rae Barton: So we can do stuff like that, set it up in a way that has,

246

00:36:48.550 --> 00:37:08.169

Rae Barton: all of the explanations of how you set up the calibrator before you go out, how to test it, and things like that. We don't pigeonhole you with what you can put in the system. The basic structure stays the same, so assets, components, component tasks, but you can put any asset, any calibration asset in.

247

00:37:08.520 --> 00:37:10.430

Logan Stinger: And break it down how you need to.

248

00:37:11.010 --> 00:37:14.419

Logan Stinger: Yeah, and everything is pretty customizable, as far as…

249

00:37:14.560 --> 00:37:24.599

Logan Stinger: what you call things, those different tasks, you know, I mentioned clean, inspect, lubricate. You can create additional types, calibrate, if that's one that you frequently do.

250

00:37:24.710 --> 00:37:27.880

Logan Stinger: sampling,

251

00:37:28.660 --> 00:37:48.340

Logan Stinger: whatever you need. The system's very flexible and can be used for all sorts of use cases. We've got customers across a pretty wide range of industries doing very different things inside of Red List. The key is just making sure that whatever your organization needs, if it needs done on some sort of regular basis.

252

00:37:48.700 --> 00:38:02.849

Logan Stinger: a system like this is… is great to help you track all of those things. While we don't really sell to the consumer side, you know, I know there's employees at Red List that just use it to remind them to change their air filters and their furnace at home. It's…

253

00:38:03.040 --> 00:38:09.819

Logan Stinger: Wide range of application, from heavy industrial down to the very basic mundane things that just need to get done.

254

00:38:11.720 --> 00:38:16.420

Rae Barton: I actually did think of a question, too.

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00:38:16.590 --> 00:38:22.790

Rae Barton: Sometimes it's… it's… it can be difficult, especially if your workforce is a little bit…

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00:38:22.910 --> 00:38:29.340

Rae Barton: Older and they're not as used to technology, it can be harder for them to carry around a tablet and use it.

257

00:38:29.460 --> 00:38:32.869

Rae Barton: Is there a way that we help with that?

258

00:38:35.740 --> 00:38:41.799

Logan Stinger: Well, that's a good question. We do have, quite a few things in the works that allow for a more

259

00:38:41.950 --> 00:38:49.960

Logan Stinger: hands-free experience. The… the phone or the tablet is very nice as a reference document.

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00:38:50.250 --> 00:38:59.810

Logan Stinger: But oftentimes, using it while you're performing your job can be cumbersome, and so we… we have some little buttons.

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00:38:59.950 --> 00:39:02.920

Logan Stinger: That we currently integrate with the mobile app.

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00:39:02.970 --> 00:39:16.750

Logan Stinger: allows you to just put a button on your hard hat, or on your safety vest, and pushing that button can just auto-complete the tasks as you get to them. Now, we still do pair that with the screen,

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00:39:16.750 --> 00:39:35.809

Logan Stinger: what a lot of our customers do, we'll kind of strap a mobile phone to their arm, so they can see what they need to do visually on their arm, but they don't actually have to, like, touch it or interact with it. And then as they push those buttons, the screen will automatically update to show the next task that they need to do, information about how to do that task.

264

00:39:36.000 --> 00:39:49.420

Logan Stinger: We've got some things in the work where we're playing with audio. Obviously, AI and transcription has gotten considerably better, and so being able to talk to your device and tell it what you need to do, is…

265

00:39:49.770 --> 00:39:53.269

Logan Stinger: We'll continue to be enhanced and rolled out in

266

00:39:53.380 --> 00:40:03.999

Logan Stinger: Coming iterations, and so there's… there's things we're working on, as we recognize that we… we need ways to just do this work faster, easier, without a lot of screen touches.

267

00:40:05.720 --> 00:40:10.360

Rae Barton: I also thought of another question, Logan. Something that we come across frequently is…

268

00:40:10.590 --> 00:40:22.390

Rae Barton: what some people refer to as pencil whipping. Like, how… how do we stop, you know, our technicians just saying from the… that they did the task without them actually doing it?

269

00:40:23.090 --> 00:40:30.269

Logan Stinger: Yeah, that's a… that's a great one. It does come up a lot. We… we have what we call proof of presence.

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00:40:30.340 --> 00:40:37.309

Logan Stinger: And there's a couple different levels of proof of presence that can be turned on by, by management.

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00:40:37.330 --> 00:40:50.920

Logan Stinger: We support just taking a picture while you're out on site, and as long as there's a picture of where you're at, that can work as proof of presence. Now, that can be spoofed by a lot of people, and

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00:40:50.920 --> 00:41:02.030

Logan Stinger: people aren't necessarily always reviewing those, so we also have QR codes and NFC chips that I mentioned earlier, and that allows you to actually stick an NFC chip on the individual

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00:41:02.100 --> 00:41:04.410

Logan Stinger: Assets that you want your…

274

00:41:04.680 --> 00:41:18.630

Logan Stinger: or that the technicians need to visit, and that require proof of presence, and then they won't be able to hit complete on a task unless they have actually scanned that NFC chip within a customizable timeframe that you set.

275

00:41:18.640 --> 00:41:27.569

Logan Stinger: And so if you want to know that they were at least standing in front of that asset within the last 15 minutes, when they pushed that complete button, we can enable that.

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00:41:27.620 --> 00:41:47.010

Logan Stinger: We also have GPS that can get turned on and tracked as well. If you've got a larger facility and you want to know was someone actually standing at a geolocation, we can do that too. And you can combine and mix and match these different options to ensure that your techs really are where they're supposed to be when they're doing this work.

277

00:41:48.580 --> 00:41:49.130

Rae Barton: Thanks.

278

00:41:49.850 --> 00:42:03.879

Rae Barton: Okay, we've got some, kind of calls, for you to act here, so if you would like to see a little bit more, you can always book a demo by reaching out to me. My email is ray.barton at getreadlist.com.

279

00:42:04.180 --> 00:42:16.240

Rae Barton: Obviously, we'd love for you guys to sign up for Attain. If you go to go.getredlist.com forward slash attain25, that's our registration page. You can learn a little bit more about our speakers and the things that we're going to be doing there.

280

00:42:16.510 --> 00:42:32.489

Rae Barton: And then, I believe, Logan, you called this out. You can try our DIY demo, so you can log into the instance that I showed you, that, that food, recycling plant, and check it out. That's at redlistlube.com forward slash try redlist now.

281

00:42:34.790 --> 00:42:41.029

Rae Barton: Okay, thank you everyone for joining today. Thank you so much, Logan, for presenting for us.

282

00:42:41.170 --> 00:42:52.579

Rae Barton: We appreciate everyone that's joined for taking the time, and we hope you, you know, good luck in turning your reliability-centered maintenance program into a living program.

283

00:42:55.520 --> 00:42:56.410

Logan Stinger: Thank you, Ray.