

# THE DEFINITIVE GUIDE *to* SAFELY REOPENING YOUR MANUFACTURING FACILITY



# Contributors



## Abhishek Rai

Sr. Manager - Solution Engineering, Salesforce India

Abhishek Rai leads a team of Solution Engineers and Architects that design solutions to solve customers' business challenges, drive growth, transformation and ultimately, customer success. Abhishek has more than 15 years of experience and has worked with various leading organisations in their journey of Customer Management.



## Rajkumar Ravuri

Director Industry Strategy - Manufacturing

Rajkumar (goes by Raj) Ravuri is a Director with Salesforce India, and is responsible for driving the Go-To-Market strategy for Manufacturing and Automotive sectors across Asia Pacific. Raj has over 20 years of experience in the IT industry driving technology-led business transformation initiatives across Fortune 500 organisations in North America, Europe, and Asia Pacific, with major focus being the Automotive and Manufacturing sectors.

# Contents

- 01 Introduction
- 02 Challenges unique to the Indian manufacturing sector
- 04 The reopening strategy and the role of technology
- 11 Do more than just reopening

# Introduction

As the lockdown across India is lifted in stages, companies in the manufacturing sector are eager to restart their facilities. This reopening involves resuming a complex web of operations across manufacturing plants, shop floors, dealership outlets, and service centres. Additional complexities arise from an extended and intricate value chain, the geographical spread of operations, and a work environment that involves physical proximity and close contact between workers. But with a pandemic still raging, the tried and tested ways of working will need to be redesigned.



# Challenges unique to the Indian manufacturing sector

As the economy gets back on track, Indian manufacturers need to ensure continuous production. Alongside this, they also need to establish new standard operating procedures (SOPs) in compliance with government regulations and to ensure workplace safety. Here's what makes the situation unique:



Several manufacturing plants are in red zone districts. For instance, almost half the **manufacturing plants of top FMCG companies** are located in COVID-19 hotspots.



Warehouses, factory plants, and company headquarters are usually spread out across different locations; hence tracing the movement of workers - on-field and off-field - can be daunting.

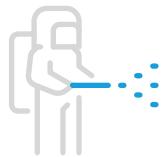


It's difficult to maintain social distance among workers on the shop floor or in canteens which function as a community hub.



Most factory workers migrated back to their villages and towns during the lockdown. This presents a two-fold challenge:

- Manufacturing workspaces may face a shortage of workforce
- Workers who travel back to resume work may have been exposed to COVID-19 and may unknowingly become carriers



Being able to periodically sanitise machines and tools used by different workers through the day poses a practical challenge.



Assembling products or manufacturing goods requires procuring raw material, equipment, or components from suppliers at a distance. The health status of workers who transport the material is unknown.



Dealership and sales outlets, service and repair centres see a lot of footfall from vendors, partners, and customers. Managing these visitors to protect revenues while also keeping the meet and greet as contactless as possible is tricky.

# The reopening strategy and the role of technology

Any new SOP should factor in all manufacturing-related regulatory guidelines from authorities such as the **Union Ministry of Home Affairs regulations**.

Technology can play a critical role in helping manufacturing companies adhere to these guidelines. More importantly, the right technology can help consolidate information in one place, giving manufacturers a panoramic view of evolving situations.

A single platform hosting applications, tools, and dashboards that provide real-time insights into metrics - including employee wellness, workforce availability, employee shift status, etc. - can be critical to a successful restart. Salesforce's **work.com** has been developed to help businesses reopen their workplaces quickly yet strategically. It helps business owners and management make data-driven 'no regrets' decisions, and helps keep your entire ecosystem of employees, partners, and customers safe during COVID-19 and beyond.

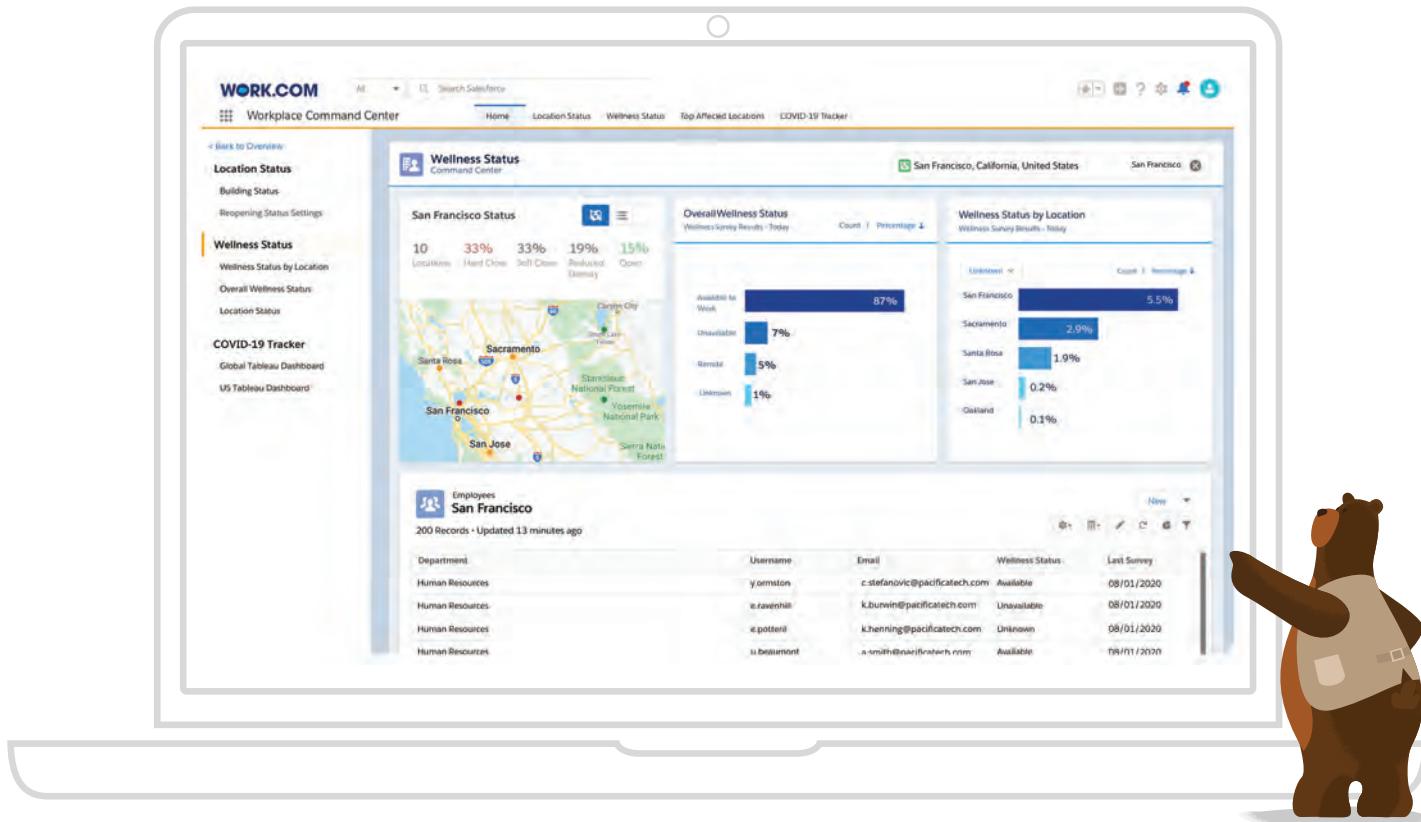
*Salesforce's comprehensive guide on '**How to Safely Reopen your Business**' includes tools, templates, and resources to help you craft your own reopening strategy. The guide includes a step-by-step back to work plan to create safe workspaces, ensure employee safety through stringent hygiene protocols and increase operational efficiency in a smart but staggered manner.*



Here's how manufacturers can leverage [work.com](#) to reopen their facilities:

## Assess employee wellness

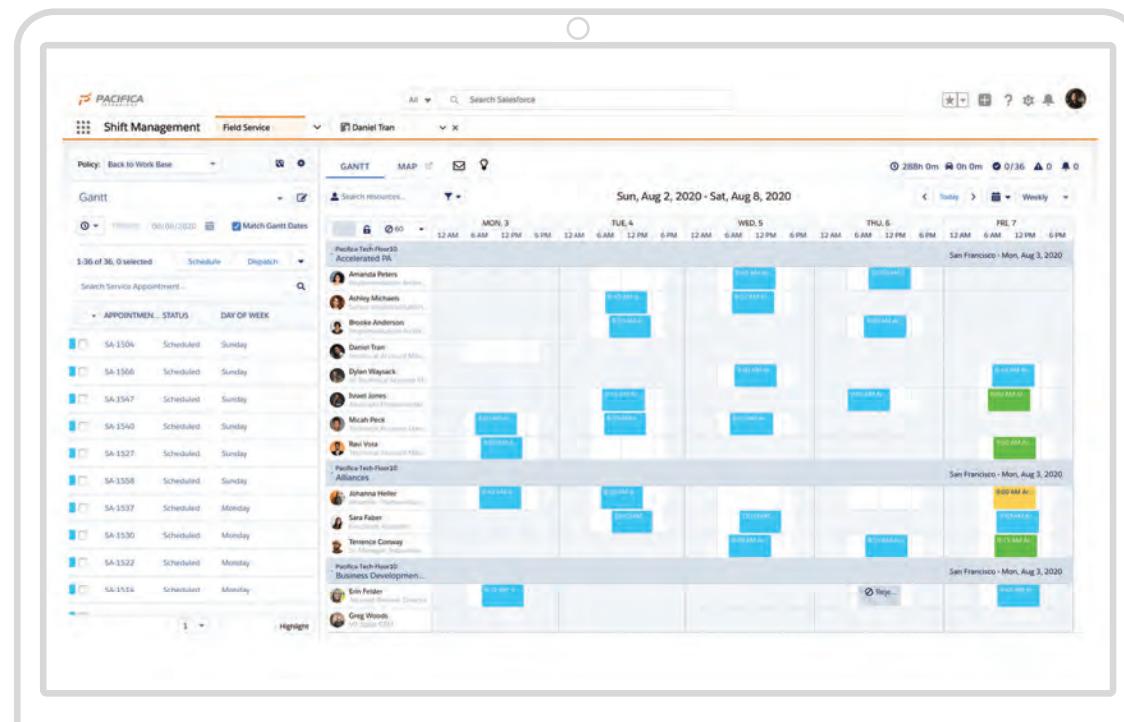
The [Employee Wellness Assessment module](#) helps you create and send customised web-based surveys that can help you ascertain if an employee is experiencing any COVID-19 related symptoms. You can also integrate this solution with government-sponsored apps like [Aarogya Setu](#).



The image shows a laptop screen displaying the Work.com interface. The main dashboard is titled 'Wellness Status Command Center' and includes sections for 'San Francisco Status' (map showing locations like San Francisco, Sacramento, and San Jose), 'Overall Wellness Status' (bar chart showing 87% Available to Work, 7% Unavailable, 5% Remote, 1% Unknown), and 'Wellness Status by Location' (table showing counts and percentages for San Francisco, Sacramento, Santa Rosa, and others). Below the dashboard, there is a table titled 'Employees San Francisco' with 200 records updated 13 minutes ago, showing columns for Department, Username, Email, Wellness Status, and Last Survey. A cartoon bear wearing a vest is standing to the right of the laptop.

## Bring back workers in shifts

To observe social distancing norms while entering or exiting workplace premises, performing work, or eating in cafeterias, manufacturing companies need to get back workers in shifts. Equally critical is shift allocation and management for your field executives. Work.com's **Shift Scheduling** allows managers to determine the optimal number of employees needed in a particular shift, accept or reject shift requests from workers, and map the workforce density for each floor or facility.

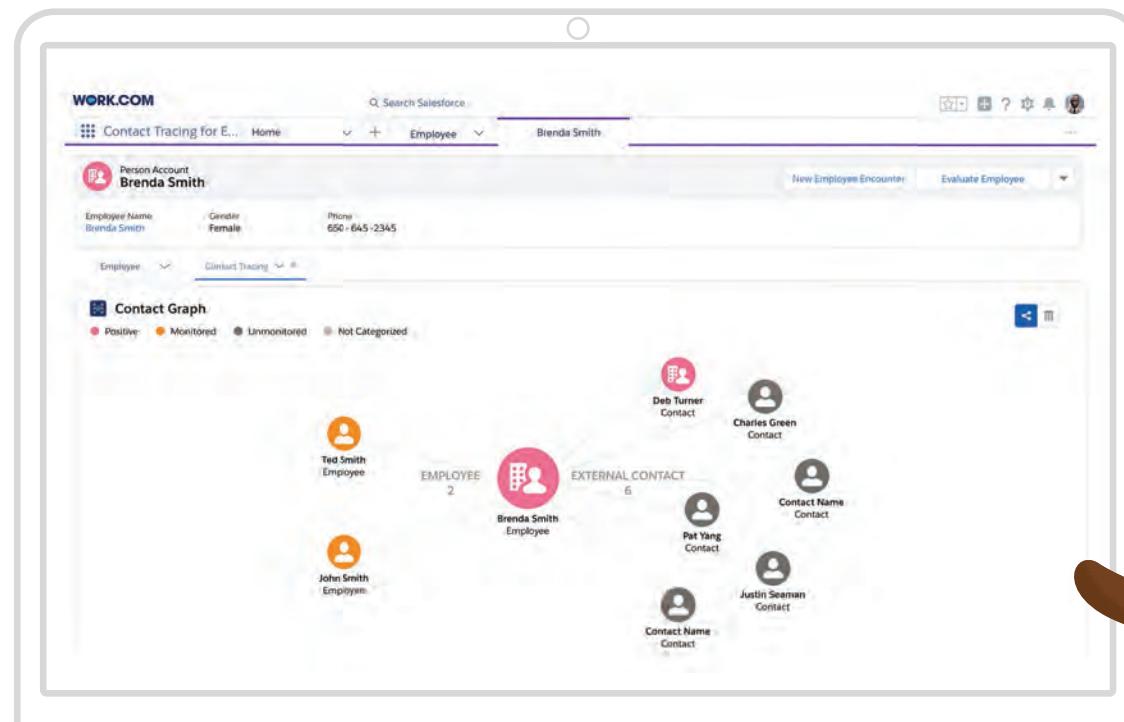


The screenshot shows the Work.com Shift Management interface. The top navigation bar includes 'Shift Management' (selected), 'Field Service', and a search bar. The main area is a Gantt chart titled 'Sun, Aug 2, 2020 - Sat, Aug 8, 2020'. The chart displays several shifts for different employees, color-coded by department. The left sidebar shows a list of scheduled service appointments. The bottom right corner of the interface features a small, brown, cartoonish character.



## Trace workforce movement

If an employee tests COVID-positive, contact tracing becomes critical. Whether it's tracing a worker on your premises, a field executive or a vendor partner such as a dealer, having an effective contract tracing mechanism will help you help those who may have come in direct contact with the infected person. [The Contact Tracing feature of Work.com](#) helps map the contact graph for each resource and contains the spread of the virus at the workplace and in the community.



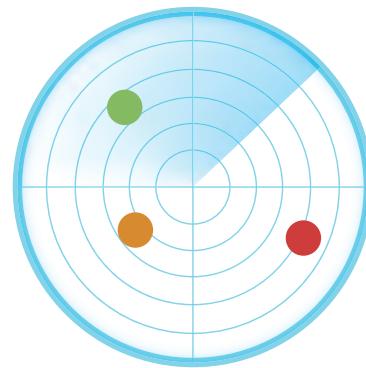
The screenshot shows the Work.com Contact Tracing feature for Brenda Smith. The interface includes a search bar, navigation buttons, and a toolbar with 'New Employee Encounter' and 'Evaluate Employee' buttons. The main area displays a 'Contact Graph' for Brenda Smith, showing her connections to other employees and external contacts. The graph is color-coded: red for Positive, orange for Monitored, grey for Unmonitored, and white for Not Categorized. The connections are categorized as EMPLOYEE (2), EXTERNAL CONTACT (6), and CONTACT (3).

Category	Count
EMPLOYEE	2
EXTERNAL CONTACT	6
CONTACT	3





## SCHEDULED VISITS



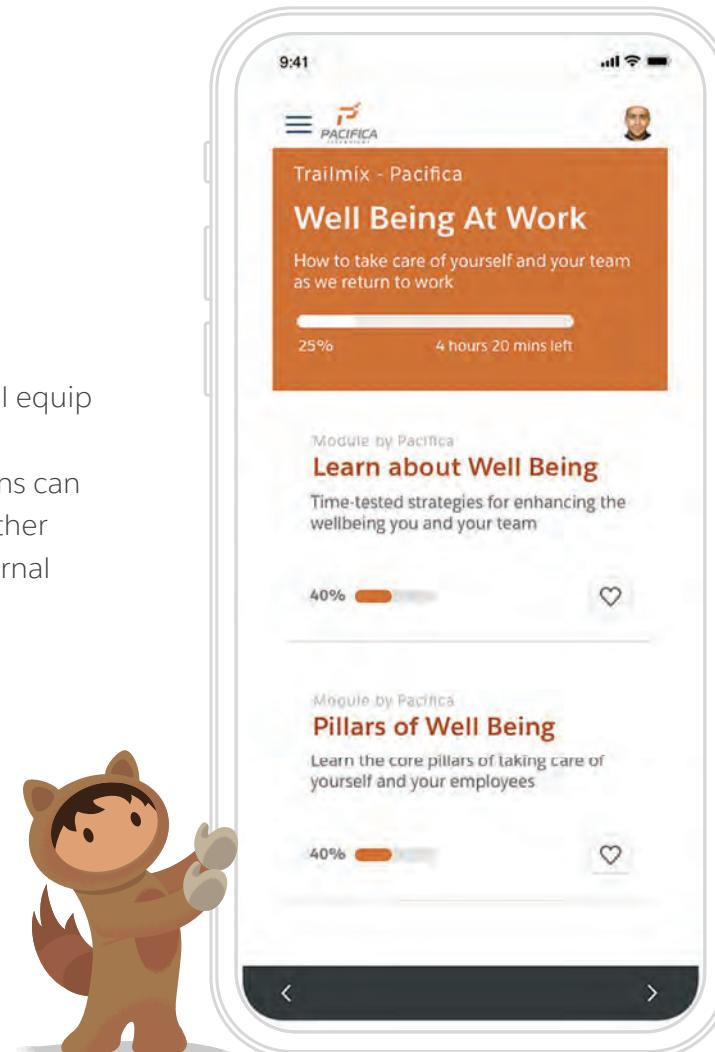
With Work.com's  
**Contact Tracing**  
you can ensure safety of  
your field executives.



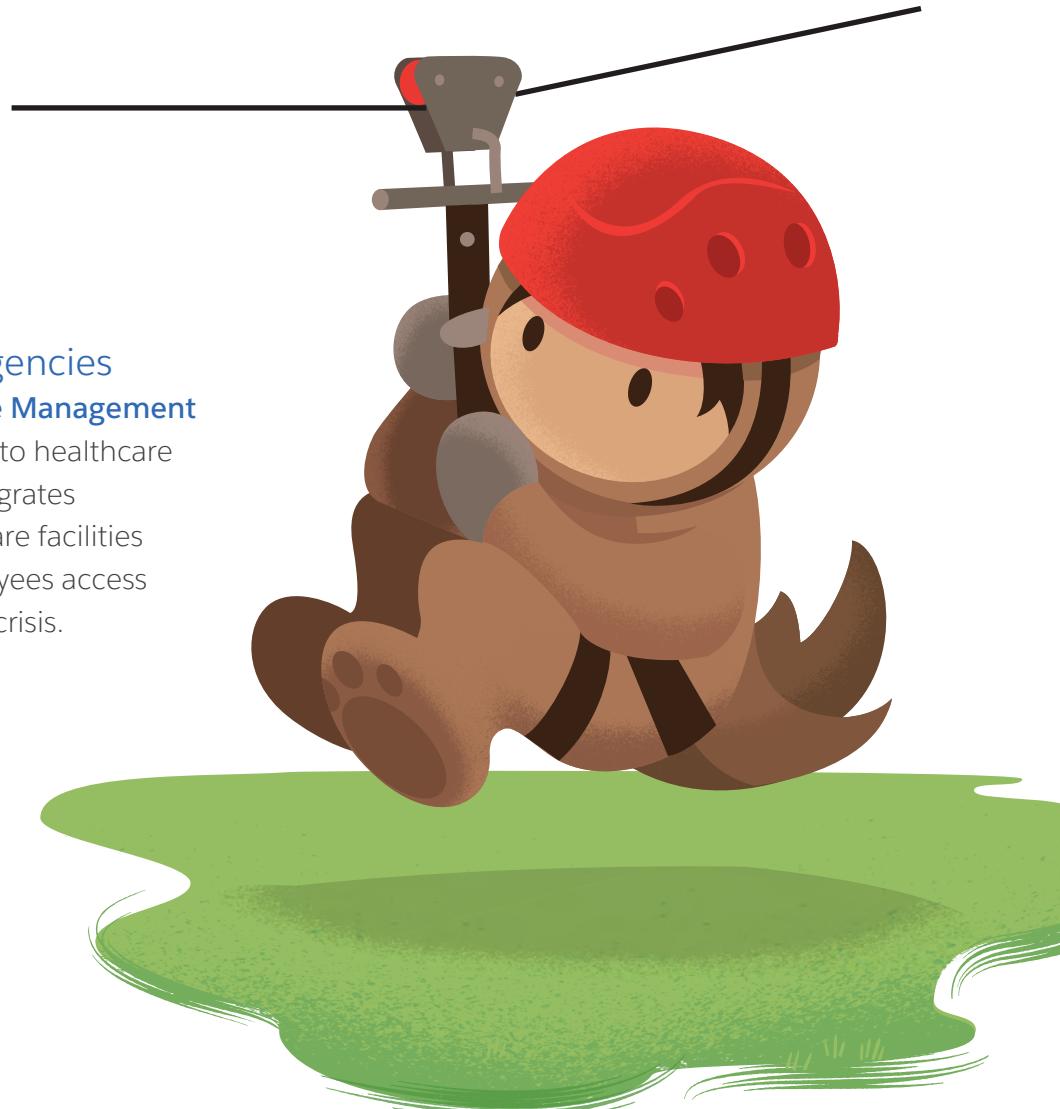
## Train employees on new SOPs

Reskilling employees in the new modus operandi will equip them to respond much better to evolving situations.

Through [Work.com's myTrailhead app](#), organisations can train employees on new workplace regulations, whether related to working in the field or interacting with internal teams or customers.

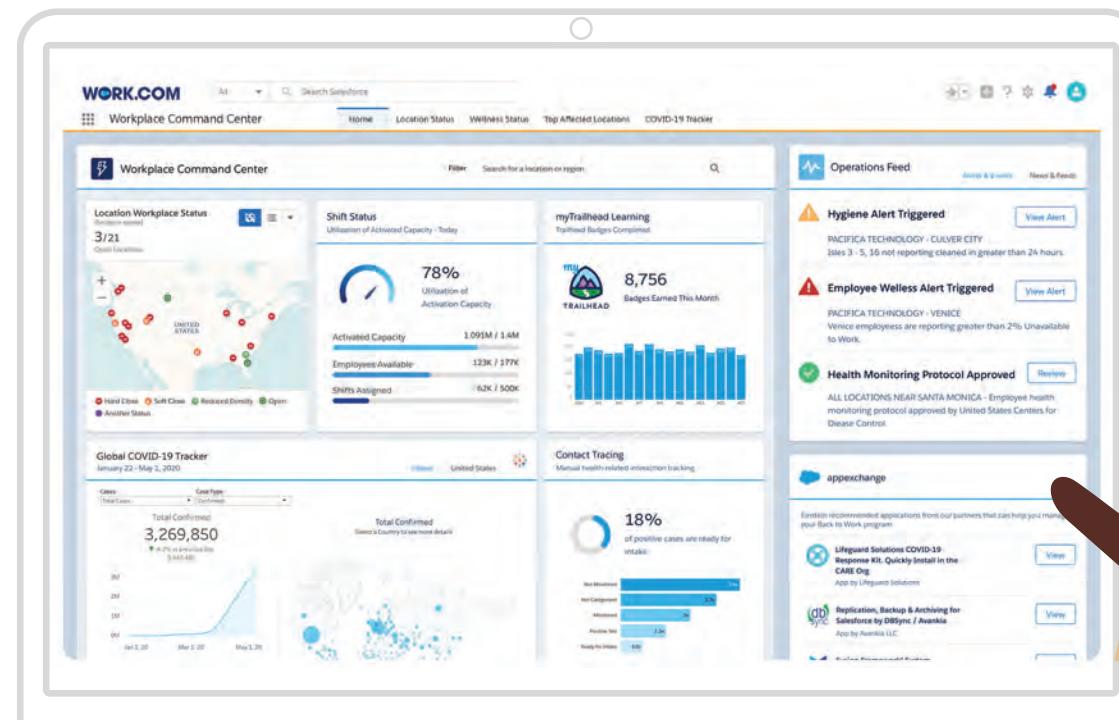


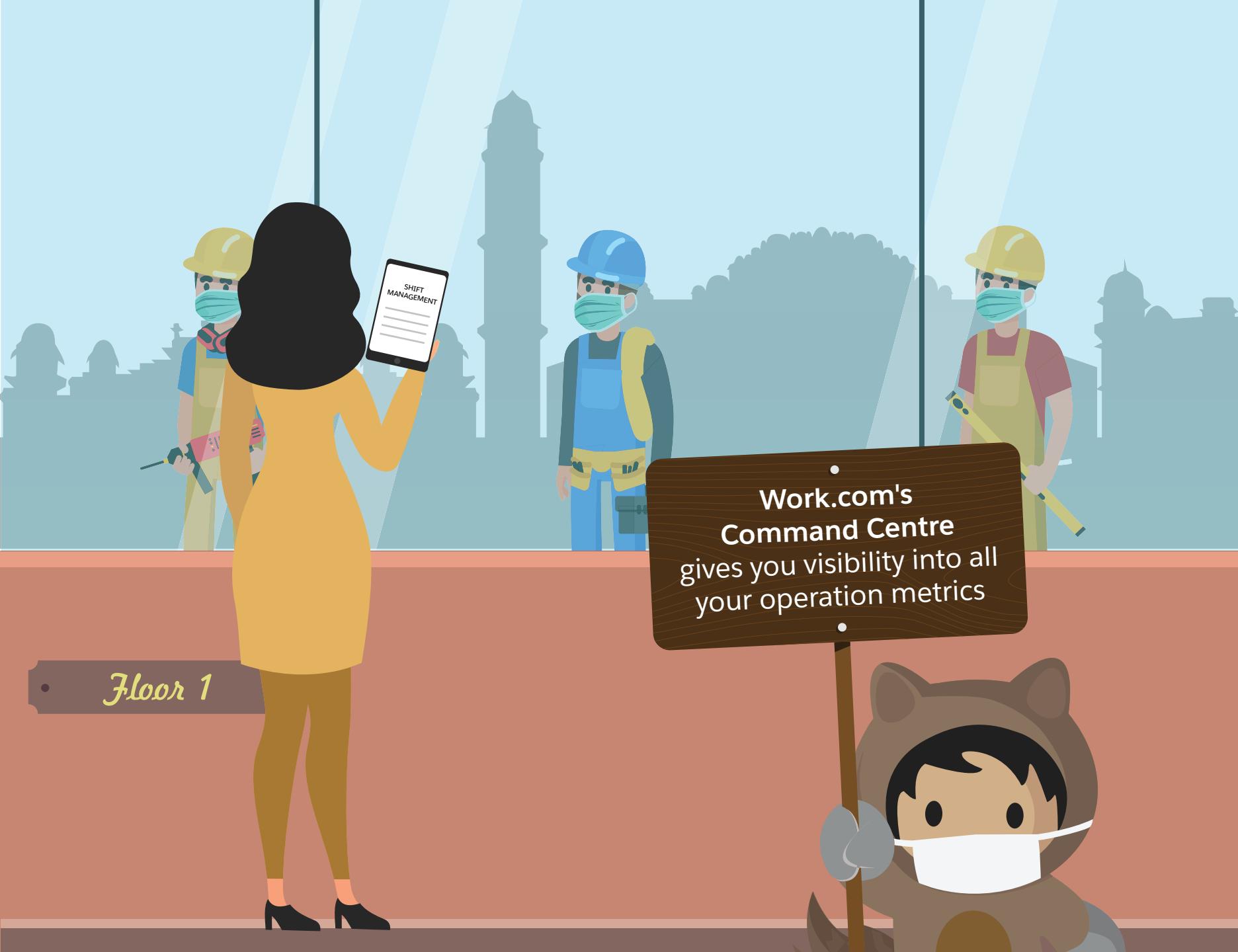
Respond with speed during emergencies  
Through **Work.com's Emergency Response Management solutions**, you can enable employee access to healthcare through digital self-service. The solution integrates information on hospitals, pharmacies and care facilities available in your community, helping employees access smart, personalised patient care during any crisis.



## Build a Command Centre

Create a consolidated dashboard for your CXOs and senior managers to give them a bird's-eye view of all the steps outlined above, keep the leadership informed with real-time updates on the wellness status of their workforce, observation of hygiene and sanitisation, and preparedness to combat any emergencies. [Work.com's Workplace Command Centre](#) enables you to take command from a single hub and constantly calibrate your reopening strategy for a successful restart of your operations.





• Work.com's  
**Command Centre**  
gives you visibility into all  
your operation metrics

• *Floor 1*

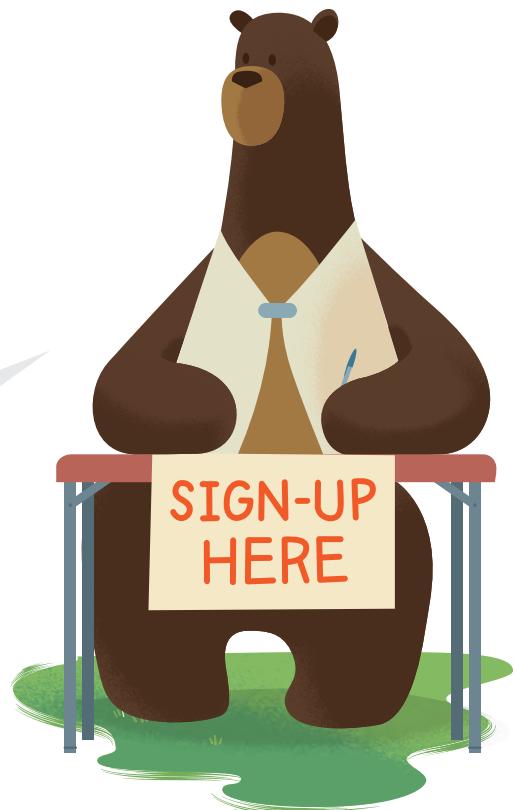
# Do more than just reopening

If anything, COVID-19 is a powerful lesson for businesses on crisis management. It has demonstrated how preparedness is the key to offset the impact of unexpected events. We can all use this opportunity to proactively build a crisis-resilient infrastructure that is ready for tomorrow, even beyond the COVID crisis.

*Work.com has all the solutions you require to make informed decisions around reopening your manufacturing operations. A solution that allows you to easily integrate any in-house or partner applications, you can expand its scope to make your business crisis-proof and future-ready. Sign-up and get going right away.*

**TRY WORK.COM NOW**

**WORK.COM**





Did you inform all the union leaders about opening up today?

CHANDIGARH

X

YES!



BANGALORE

X

YES!



HASSAN

X

YES!



Did you tell them we will have only **33% of our staff** coming in to work?



CHANDIGARH

X

BANGALORE

X

HASSAN

X

YES!



33%. hmm, wonder how many that amounts to?



What do  
you mean?

Let me see now.



LIVE



ARREY!  
YEH KYA  
KUMBH  
MELA  
HAI?!



USE  
WORK.COM  
TO MANAGE  
EMPLOYEE SHIFTS  
FOR THEIR  
SAFETY



salesforce