Manufacturing Company Success Story

Manufacturing Company assesses Field Engineer's Safety and enable Part Number Lookup through Microsoft Power Platform Solution
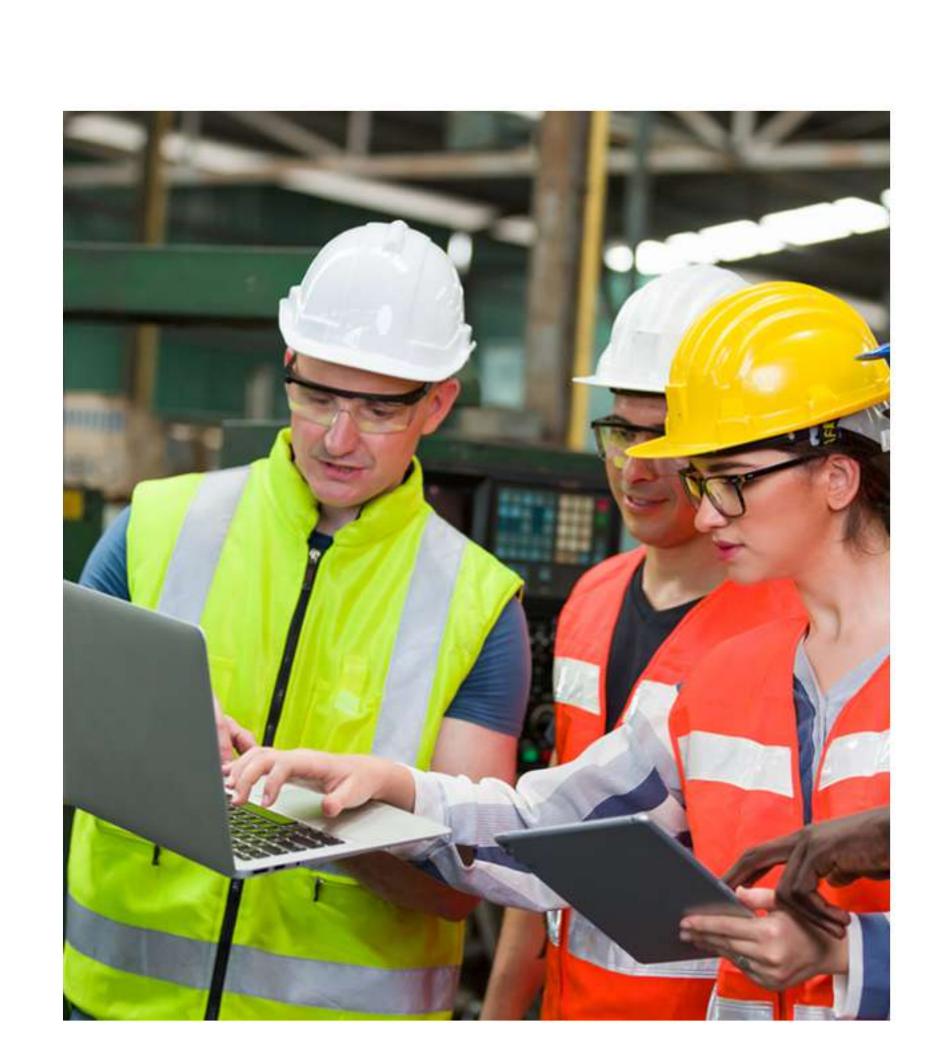
A semiconductor manufacturing company based in the USA has served the semiconductor and emerging high-growth market for over 3 decades. In all these years, they have worked with a vision to revolutionize the human experience through technology. Making a material difference is at the heart of the company. Therefore, they develop differentiated technologies and revolutionary devices like LED lighting, data storage, advanced computing, and mobile devices.
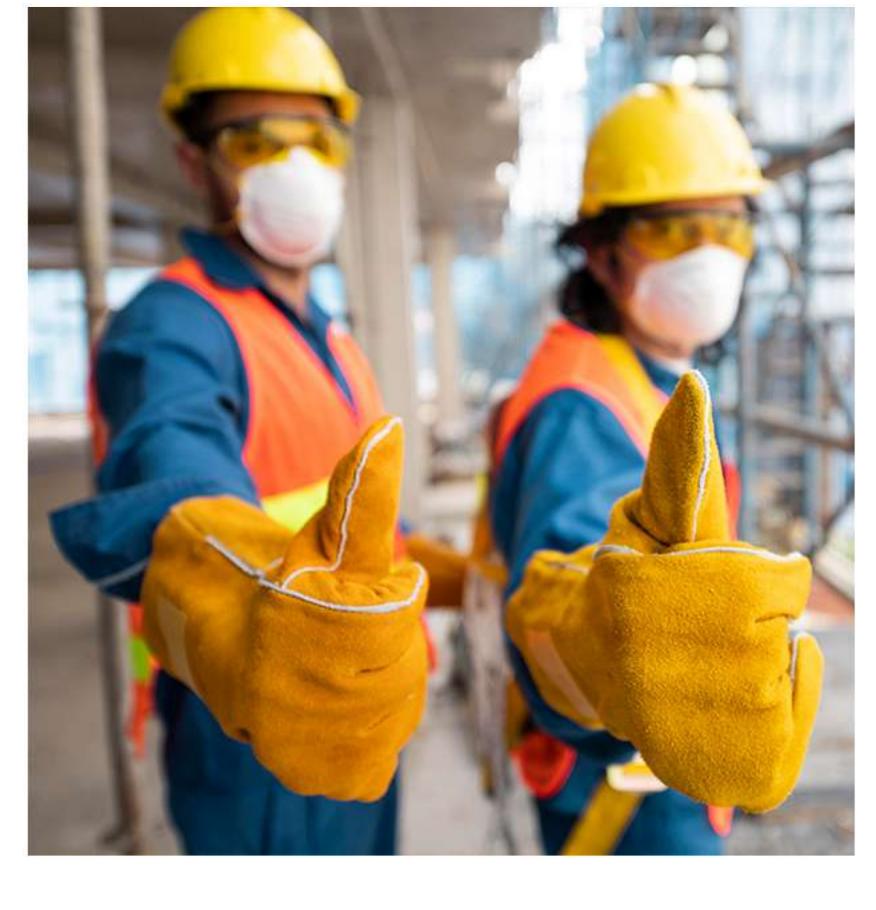
The company believes in the well-being and growth of its stakeholders. Therefore, they help their customers overcome cost and technical barriers and invest in a cloud-based solution to enable their engineers to perform tasks efficiently and safely.

Job Hazard Analysis and Virtual Chat Bot: Company's Effort to help its Stakeholders

They did not have surveys in place to assess the safety protocols implemented in the field and accordingly warn field engineers incase safety measures were compromised. Hence, they needed a robust survey solution, customized as per their need, to prevent hazards and ensure safety of its field engineers.

Furthermore, they did not have an automated system to look up part numbers from their extensive organization and product lines resulting in inefficiency in information retrieval. Therefore, the company needed a Chat Bot integration with teams for a time-effective and efficient part number lookup.

Tailoring Imperium JHA to Evaluate Workplace Safety

Keeping in view their concerns and survey needs, Imperium Dynamics customized their existing solution called Imperium Job Hazard Analysis. The job Hazard Analysis survey is a seamless tool to evaluate workplace safety. It is designed using Power Platform and Dynamics 365 and calculates safety scores and metrics on OSHA scoring methodology that employers can analyze to assess safety protocols in the field and take relevant actions timely. The solution combines a model-driven app and a canvas Application (compatible with all device types). Employers use the model-driven app to assign and configure surveys to employees by department, location, or other dynamic criteria and see the real-time insights on dashboards; whereas employees use the canvas App to fill assigned surveys and view the risk score calculated.

Imperium Dynamics tailored Imperium JHA to meet company's requirements. They configured the company's requested questionnaire and polished the branching rules feature to make it specific and relevant to field engineers filling it. In the Pre-task survey, Warnings like 'Stop Work' were also displayed when a field engineer selected a particular option. It ensured that field engineers were informed priorly in case dangerous circumstances were present.

Imperium configured company's requested settings that enabled the team lead to fill out surveys on behalf of the entire team and the admin to assign surveys to specific employees.

Integrating Virtual Agent in Teams to Enable Part Number Lookup

Apart from surveys, Imperium Dynamics designed the Model Driven App for Part Number lookup and management. The company had 7 product lines with more than 10 products under each. It was difficult for field engineers find the details of the part number they were looking for. Hence, to solve this and make it more efficient, Imperium Dynamics created a database with Part Numbers, Spare codes, organization, and more for each part and enabled Part Number lookup from a Virtual Agent to return part details to the user. They further integrated it with Microsoft Teams and deployed a Virtual Agent so engineers could quickly access the info and place part orders.

Overall, it was a robust and complete solution designed using Power Platform and integrated with teams to assess engineer's safety and manage parts lookup.