Session T202
Providing Site-specific Performance Support Using QR Codes

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MPSS
Mobile Performance Support System
Simple, well-designed solutions can be EFFECTIVE and ENGAGING too
MTAB

Manufacturer of CNC Machines
CNC (Computerized Numerical Control)

A machining process which uses computers to make precision cuts and dies on tools.
<table>
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<th>Pain Points</th>
<th>BILLING CYCLE</th>
<th>HELP DESK REQUESTS</th>
<th>SERVICE EFFICIENCY</th>
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<td>12 WEEKS</td>
<td>600 CALLS</td>
<td>1800 PERSON DAYS</td>
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Solution Considered by MTAB

E-LEARNING!
Root Causes

Incomplete understanding of machine operation by customer personnel

Comfort of personalized, moment of need service

Lack of effective system to train service engineers
Goals

- Improving customer support for MTAB’s products
- Improving productivity of MTAB Service Center
Audience & Context

Is technically qualified

Has basic English proficiency

Is geographically spread out

Has limited access to Internet
Solution

Performance Support Solution
for

Just-in-time Learning
How We Developed the Solution

• Broke down the commissioning process into steps
• For each step:
  – Recorded video
  – Created a PDF
• Developed a mobile app
• Placed QR codes on:
  – A reference card
  – Strategic locations on the machine
Reference card shipped along with the machine
QR code placed on the machine

Step 4
Connecting the PU8 Hose with the FRL Unit
Solution
Solution
Solution
Step 9: ATC Operation

Tap to Scan

PDF
VIDEO
in the video. Place this tool holder in the automatic tool changer (or ATC) in any slot other than the one facing you.

Repeat the same process and get a similar tool set ready. Place this one also in the ATC in any slot other than the one facing you.

Check if the pneumatic pressure is set to 6 bar on the FRL unit fixed on the machine.

Let’s now see how to configure these tools on the CNC Train software. Click the ‘Select Tooling’ button. Its window opens. Select ‘Add Tool to Library’. In the input box, enter the number of the tool pocket in which the first tool set was kept. Click OK and enter the diameter of the tool. Repeat this process for the
Attributes of the Solution

• Intuitive user interface
• Short, easy-to-understand videos
• Simple and relatable narration
• Text-only version
• Reinforcement of best practices
Delivery

• A complimentary mobile device pre-loaded with the app and all content
• A reference card
• QR code stickers (pasted on appropriate locations on the machine)
• Safety paraphernalia
Results

BILLING CYCLE
4 WEEKS
66% REDUCTION

HELP DESK REQUESTS
290 CALLS
52% DROP

SERVICE EFFICIENCY
785 PERSON DAYS
56% IMPROVEMENT
TOTAL SAVINGS

INR 17.5 MILLION

(USD 3,00,000)
What Worked?

Adoption

Execution

Effectiveness and Sustained Success
What Next?
What Next?

A fully searchable FAQ based on customer queries
Similar solutions for:

FLEX MILL
FLEX TURN
COMPACT DRILL
What are ways by which we can use it for learning and performance support?
QR CODE

Make gist of e-learning content available for download

Link textbook content to additional reference on the web
Geo-location based safety information
LET’S STAY IN TOUCH

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