

CASE STUDY

How DuraVent Reduced Downtime by 40% by Transitioning From Manual to Digital Processes

RAVEN

Company Profile

DuraVent Group is a recognized technology leader in the venting industry. With a multi-layered complex business operation, DuraVent Group is consistent in being the first to market with new innovations in venting systems. With its large workforce, DuraVent Group has captured a leadership position in emerging markets and is driven to increase output using their existing people and complex processes.



 Industrial, Discrete  300+  \$7M

The Challenge

Relying on manual processes to keep track of downtime reasons and know what their top production issues were was a mind-numbing task for the DuraVent team. Pen-and-paper processes, including whiteboards and spreadsheets, would often lead to incomplete and incorrect data that made it difficult to identify exact inefficiencies and understand where to take action to improve their shop floor processes.

With many lines running simultaneously in their manufacturing facility, management found it difficult for their team leads and supervisors to quickly capture accurate production information. In addition, the DuraVent team found data storage and data retrieval to be inconvenient and time-consuming.

In order to maintain their leadership position in an emerging market and increase their output, DuraVent needed to invest in a digital OEE improvement solution that would:

- Digitize their shop floor data collection and reporting processes, to capture more accurate data and account for 100% of production time
- Accelerate continuous improvement in their factories and save their teams time by automating processes
- Increase their production capacity and reduce downtime using their existing shop floor workers

The Solution

To achieve their operational goals, DuraVent partnered with Raven to take their shop floor productivity and performance to the next level:

Operator Smart Assistants

Raven's Operator Smart Assistants were installed on DuraVent's key lines so that operators could easily tag the exact reason for downtime with a simple tap on a tablet. This allowed DuraVent's operations and management teams to gain real-time visibility into waiting times and identify root causes for unplanned downtime. With this performance feedback, they were able to cycle machines faster, and in turn, drive faster and more consistent deliveries.

Automated Downtime Labeling

When employee breaks, end of shifts or minor stops occurred, exact downtime reasons were automatically captured by Raven's Automated Downtime Labeling – without any input required from the operators. When issues arose on the shop floor, notifications were sent to supervisors in seconds so that they could take action immediately. With cap times and cycle times of 10 to 15 seconds, efficiency really mattered. Operators had maintenance assistance for any issues on the lines right away, with Raven facilitating the reporting processes and real-time alerts, all teams felt supported. Frontline teams were no longer asked to recall what happened 24 hours ago.

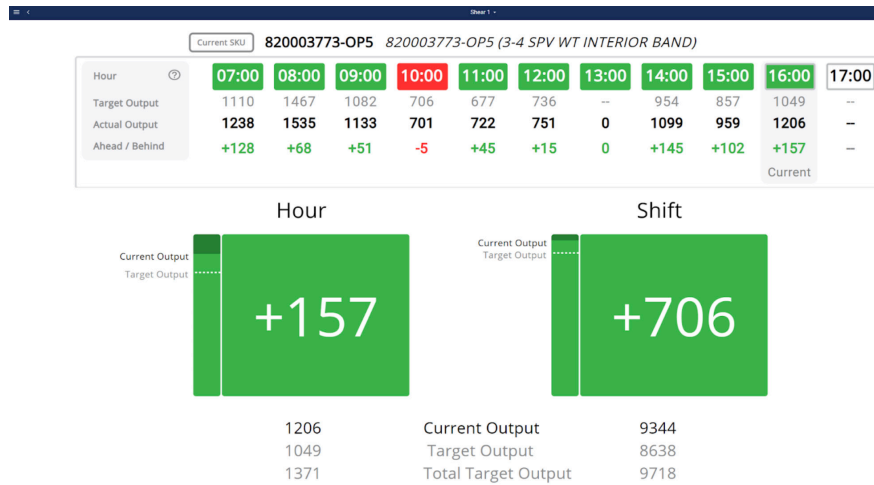
Real-Time Reporting Dashboards

Real-time analytics dashboards and leaderboards were displayed throughout the plant to create a collaborative culture. DuraVent had many long-time operators who were awesome at their job – but weren't always engaged. By using gamified dashboards, operators began approaching management and having two-way conversations around goals and KPIs.

With the quick adoption of Raven's technology on the shop floor, DuraVent was able to collect accurate data in real-time from both operators and equipment, giving the frontline the ability to pull key production information in seconds to make smart decisions.

Ahead or Behind Module

The DuraVent team was able to easily monitor whether they were on track or falling behind of hitting production targets every hour and shift, with real-time visibility into performance using the Ahead or Behind Module.



The Results

After using Raven, DuraVent's team was able to dramatically minimize downtime and increase output. Their frontline was empowered to make operational improvements and management was able to understand and resolve their top production issues on-the-fly — before losing minutes, hours or days in production time. With data front and center on the shop floor, the team changed their production schedule to help mitigate losses.

Some of the key wins they've achieved include:

- 30% increase in operating efficiency
- 6% increase in OEE improvement per month since Raven was installed
- 40% reduction in waiting downtime through rapid support and frontline response to machine issues



“Going digital improved everything drastically, both from a reliability and speed standpoint. We’re able to get real-time data at any time.”

Mike Gardner, Production Manager, DuraVent Group

About

Raven helps manufacturers empower teams to make confident, fact-driven productivity improvements in real-time. Raven's OEE improvement software is the only solution that accounts for 100% of production time, with meaningful context for every second. With its frontline-first design, Raven empowers operators to easily tag downtime reasons – only asking questions when machines don't have the answers. Raven combines operator and machine context to create a complete timeline of events, eliminating hidden losses.

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