

PETROCHEMICALS & PLASTICS

CASE STUDY

Standardizing operator handovers across ~30 plants to reduce risk and improve accuracy.



95%

Higher accuracy in operator rounds

~30

Facilities standardized

20%

Time saved creating and issuing permits

SUMMARY

The client operated 24/7 across ~30 facilities, each with inconsistent and often informal shift handover practices. Text messages, handwritten logs and face-to-face conversations created operational risks, with critical safety information sometimes missed.

ReVisionz implemented Hexagon j5's operator handover module, introducing a standardized process with configurable workflows. On-site engagement with operators enabled the solution to reflect real-world requirements while maintaining corporate consistency.

The project addressed a key safety driver raised during an insurance audit, helping the client lower operational risk and meet compliance expectations. It also improved information accuracy, provided auditable digital records, and supported lower insurance and operating costs by reducing safety incidents and compliance risks.

"We used to run out of paper copies for documentation like permits all the time. This was a real issue. Now that they are digital, we don't see that anymore, saving us a lot of wasted time." - Operations Power User

Project Snapshot

Client Industry: Chemicals Manufacturing

Practice Areas Utilized: Digital Operations Solutions

Project Duration: ~2 years

Client Success Criteria

- Establish consistent and accurate shift handovers.
- Reduce safety risks and meet compliance requirements.
- Introduce an efficient, user-friendly system that fits within existing workflows.

Challenges

- Inconsistent shift handover practices across facilities.
- No unified process to capture and track critical safety information.
- Lack of early focus on business process definition before technology deployment.
- Resistance from operators to adopting a standardized system.

Key Results



Consistent Handover Processes

Standardized operator handovers across all plants, creating alignment & reducing operational variability.



Improved Shift Accuracy

Fewer missed communications and better continuity between shifts.



Digital Traceability

Established reliable records for audits and investigations.



Efficient Implementation

Maintained familiar workflows, keeping handovers within existing 10-15-minute shift-change windows.



"Our permit accuracy has gone through the roof since switching to j5. It makes you fill in the information before you can complete the permit." - Operator

ReVisionz' Strategy

- Conducted on-site assessments to understand existing practices and operator needs.
- Developed a standard business process tailored for j5 while accommodating facility-specific requirements.
- Updated procedures and policies to align with the new system.
- Applied structured change enablement, including communication, training and frontline engagement, to encourage adoption.

Takeaways

- Define business processes before technology deployment to reduce rework and implementation delays.
- Strong change enablement is essential when frontline operators are primary users.
- Configurable tools like j5 deliver the best results when guided by operational expertise and direct engagement with end users.

Complexity & Innovation

- Standardized operations across many facilities while supporting unit-level flexibility.
- Configured j5 to manage exceptions such as turnarounds or irregular shifts.
- Recovered a struggling implementation by leveraging deep operational expertise and focusing on business process readiness.

Our Role in Digital Transformation

- Acted as a trusted advisor by prioritizing business process definition before technology deployment.
- Ensured alignment of procedures and policies with the tool for seamless integration.
- Built trust through frequent engagement with leadership and operators, strengthening adoption.

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