

Illustrative example. Kestrel Moulded Products Ltd is a fictional company. This scenario shows how a typical manufacturing business would set up and use Verika; it does not describe a real customer or report real results.

EXAMPLE SCENARIO · MANUFACTURING

Kestrel Moulded Products Ltd

Leicester, UK · 62 people · 3 production lines · 2 shifts

An injection moulding company makes its work instructions answerable out loud on the shop floor, so operators get the right setting or step without walking to the binder or waiting for a setter.

BEFORE VERIKA

- Work instructions were in binders at the end of each line and in a shared drive nobody on the floor could reach.
- Two senior setters held most of the fault-finding know-how; nights depended on who was on.
- Different shifts ran changeovers slightly differently.

WHAT THEY GAVE VERIKA

- Work instructions for each product
- Changeover sheets
- Lockout/tagout procedures
- Quality manual and inspection plans
- Machine fault guides
- Health and safety procedures

SETTING UP

Day 1

The quality manager connects the SharePoint document library; work instructions sync automatically when revised.

Days 2–5

The two senior setters answer Verika's suggested questions about faults and setups, in their own words.

Week 2

Operators on both shifts are invited; setters and the quality manager are experts.

Ongoing

Answers that conflict with a revised work instruction are flagged for review.

WHAT THE TEAM ASKS

“What's the torque spec for the M8 housing bolts?”

OPERATOR, LINE 2

24 Nm, in a cross pattern, rechecked after the 10-minute settle.

Work Instruction WI-114, step 6

“The extruder is running hot on start-up. Normal?”

NIGHT SHIFT OPERATOR

For the first 20 minutes, yes, up to 215 °C. Past that, drop zone 3 by 5 °C and tell the shift lead.

Answered by the senior setter, approved

“Line 2 has stopped with a jam. What's the lockout procedure?”

MAINTENANCE

Stop at the panel, isolate at the red switch, fit your own lock and tag, then test the start button before reaching in.

LOTO Procedure, Line 2

“When do we quarantine a batch?”

QA TECH

Any two consecutive out-of-tolerance readings. Tag it red, move it to the QA cage and log it in the NCR system.

Quality Manual, §7.4

WHEN VERIKA DOESN'T KNOW

“Can we run the blue masterbatch on Line 1?”

No document covered it, so Verika said so and logged it for the experts. The senior setter answered once (only with the purge procedure first; the screw is sized for natural), the production manager approved, and both shifts now get the same answer.

WHAT CHANGES

- Operators get the step from the current work instruction, with its number, without leaving the line.
- Setters' fault-finding know-how is available on nights.
- Changeovers follow the written sheet on both shifts.

WHAT TO MEASURE IN YOUR OWN TRIAL

- Questions reaching setters and team leaders per shift
- Gaps logged and answered
- Changeover consistency between shifts



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