

UNLOCKING **PERFORMANCE**

THE FIVE PILLARS OF
DATA-DRIVEN OPERATIONS



A NOTE FROM OUR SVP

When I started in operations 25 years ago, we had clipboards, gut instinct, and whatever we could see at the moment. Success meant staying alert, reacting fast, and figuring things out as we went along. It worked... for a while.

But expectations have changed.

Today's operations leaders face bigger demands: respond faster, plan smarter, deliver consistently, and anticipate issues before they happen. The old playbook isn't enough anymore. Without clear, connected data guiding your daily decisions, even the strongest teams are stuck guessing.

This guide outlines five core focus areas we've seen drive real improvement. We call them the Five Pillars of Data-Driven Operations. They're practical, foundational, and built for the realities of modern execution.

If you're ready to lead with greater clarity and control, this is a great place to start.

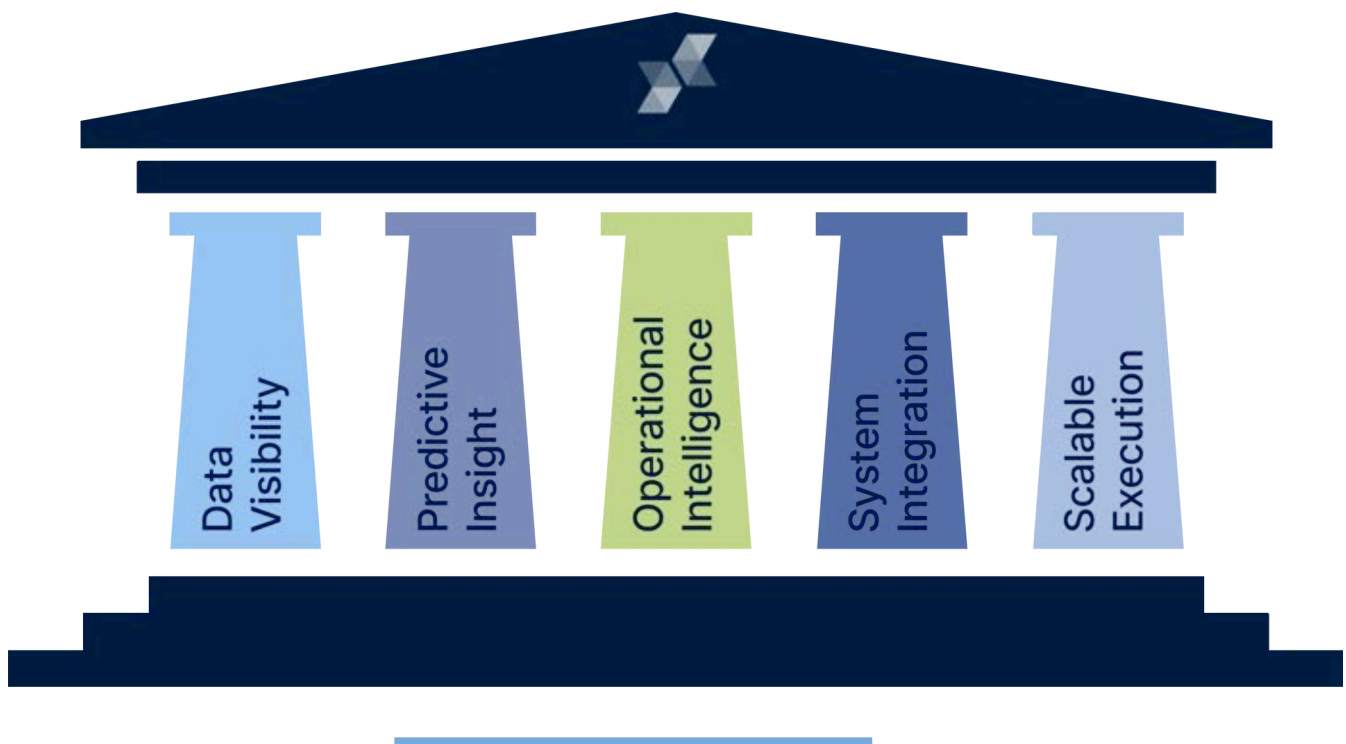
- **Brian Allgaier**
SVP of Operations, InflexionPoint



Introducing the Five Pillars

Data alone isn't enough. What sets high-performing operations apart is how they use it — consistently, clearly, and across every level of the organization.

That's where the Five Pillars come in.



These are the foundational capabilities we've seen drive lasting change. They help teams move faster, make better decisions, and stay ahead of problems — not behind them.

Each pillar builds on the next, forming a practical framework for running smarter, more connected operations.

1 DATA VISIBILITY:

See What Happens, As it Happens

Data can't drive action if no one can see it. The first step toward data-driven operations is making critical information visible — clearly, in real time, and where it matters most.

The Challenge

(What we see too often)

- Teams rely on outdated reports and static dashboards
- Data is fragmented across systems and departments
- Operators and supervisors make decisions with limited context
- Issues are often discovered after the fact — not in the moment

The Shift

(What leading teams do)

- Live dashboards surface key metrics across operations
- Teams use shared views of performance to align and act
- Problems are caught early, with the context to fix them quickly
- Visibility isn't limited to leadership — it's given to the right person at the right time

How We Help: Turn Insights into Daily Action

We help teams connect systems and build dashboards that reflect what's actually happening on the floor. From real-time OEE to live inventory and quality tracking, we make sure the right people have access to the right data — so decisions are made faster, and with greater confidence.

2 PREDICTIVE INSIGHT: Use Data to See What's Next

Reacting to problems after they happen is costly. Data-driven operations use trends, patterns, and performance history to anticipate what's coming — and act before issues arise.



The Challenge

(What we see too often)

- Maintenance is based on the calendar, not actual conditions
- Demand spikes or delays catch teams off guard
- Decisions rely on gut feel, not trend data
- Operations stay stuck in “wait and respond” mode

The Shift

(What leading teams do)

- Equipment health is monitored continuously with real-time inputs
- Forecasts draw from patterns and live data
- Teams shift from reacting to anticipating
- Scheduling, staffing, and sourcing decisions are planned proactively

How We Help: From Chaos to Control

We've helped teams reduce downtime and unplanned labor by combining sensor data, production history, and planning tools into one predictive view. Whether it's spotting a line trending out of spec or modeling raw material needs a week ahead, better decisions start with better foresight.

3

SMART OPERATIONS:

Make Every Move a Smart One

Access to data is one thing — knowing what to do with it is another. Operational intelligence turns raw information into clear guidance, helping teams solve problems quickly and continuously improve.



The Challenge

(What we see too often)

- Teams are flooded with reports but lack clear next steps
- Improvements depend on a few “go-to” people
- Data isn’t connected to workflows or decisions
- Small problems become big ones before anyone notices

The Shift

(What leading teams do)

- Frontline teams are trained to read, interpret, and act on data
- Alerts and workflows turn insights into immediate action
- Lessons learned are captured, shared, and scaled
- Improvement becomes a shared habit — not a side project

How We Help: Make Every Team a Problem Solving Team

We work with operations leaders to embed data into routines — shift huddles, QA checks, maintenance walks. We also help design workflows and training that turn insights into action, so operators, leads, and supervisors all contribute to smarter, faster decisions.

4

SYSTEM INTEGRATION:

Create a Seamless Data Ecosystem

Disconnected tools create disconnected teams. Proactive operations unify their systems — so data flows smoothly, insights are timely, and decisions are made with a full picture of what's happening.



The Challenge

(What we see too often)

- Systems were added over time, without a clear integration plan
- Critical data lives in silos — MES, ERP, spreadsheets
- Manual workarounds waste time and increase risk
- Teams spend more time interpreting data than acting on it

The Shift

(What leading teams do)

- Machines, tools, and people operate with shared, live information
- Integrations are aligned with workflows — not just IT checklists
- Less delay, less duplication, more coordinated execution
- Every team has what they need to respond in real time

How We Help: Break the Silo Cycle

We help operations teams bring everything together — from machine data and MES to ERP and beyond. Our approach focuses on what actually moves the needle: syncing the right systems, surfacing the right insights, and enabling the right people to act — without the noise or lag.

5 SCALABLE EXECUTION: Standardize, Scale, Succeed.

In high-performing operations, success isn't accidental — and it isn't isolated. Data-driven teams standardize proven practices, so they can scale faster, adjust smarter, and keep teams aligned even as complexity grows.



The Challenge

(What we see too often)

- Each site, shift, or team develops its own way of working
- What works in one area isn't captured or repeated elsewhere
- Onboarding takes too long, and best practices get lost
- Leaders hesitate to scale because the foundation isn't stable

The Shift

(What leading teams do)

- Standard operating procedures are built on real data and refined continuously
- Best practices are shared across teams in real time
- Teams adapt quickly without reinventing the process every time
- Growth doesn't create chaos — it reinforces clarity

How We Help: Repeatable ≠ Rigid

We help teams define, digitize, and deploy repeatable execution frameworks — tailored for their people, tech, and processes. Whether you're scaling to a second site or systematizing tribal knowledge, we make it easier to move faster without losing what makes your operation effective.

FROM INSIGHTS TO ACTION:

Reading about the Five Pillars is one thing. Putting them into motion is where transformation begins. Whether you're leading a plant, a region, or a full enterprise, this checklist is designed to help you take your next step — on your own terms.

1. Identify Your Visibility Gaps

- Can your teams access real-time data on the floor?
- Do metrics reflect today — or last week?

2. Diagnose Your Response Time

- Are you reacting to issues or anticipating them?
- How often are you surprised by downtime, defects, or missed targets?

3. Evaluate Your Decision Tools

- Does your data lead to clear action steps?
- Can teams solve problems without chasing five systems and two people?

4. Map Your System Landscape

- Which systems talk to each other — and which don't?
- What data is duplicated, delayed, or disconnected?

5. Review for Scalability

- Can your best processes be repeated site-to-site?
- Is tribal knowledge captured and systematized?



What to Do Next:

- ✓ Choose one pillar where your team is ready to move.

- Start with a high-impact, low-complexity initiative – like
- ✓ real-time downtime tracking or connecting your MES to frontline dashboards.

- ✓ Create a cross-functional team to lead the change, and give them access to real-time feedback.

- ✓ Use the wins to build momentum and trust.

You don't have to do everything at once.
But doing nothing?
That's the riskiest move of all.

