

# Sonae Indústria Transforms Operational Procedures and Achieves 3x Faster Onboarding with Glartek's Solution

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## Background

Sonae Indústria is a major Portuguese manufacturer of high-quality laminates used in diverse industries such as furniture and construction it's known for its durable, eco-friendly materials that offer resistance to impact, fire, and wear.

Founded in 1959, Sonae Indústria is a global leader in the wood-based panel industry With operations across multiple countries. Currently, the company has production sites in Portugal and Italy, and partnerships in Canada and South Africa.

As part of the company's innovative ideology, they are also involved in several research and development projects to create materials used in the automotive, aerospace, and defense sectors.



With over **60 years** of industry expertise, Sonae Indústria has a turnover of around **200 Million** euros and employs more than **100 people** across its facilities.

## Challenge

Soane Indústria sought to **digitize its manufacturing processes** to address a long-term challenge: managing a future plant 500km away, operated solely by frontline workers without on-site management. To prepare, they implemented Glartek's solution in their current factory, uncovering several operational challenges:

- Need to manage and monitor operations and workforce remotely
- Reliance on unclear and outdated paper-based work instructions
- Difficulty to identify and solve issues proactively
- High risk of human error during maintenance procedures
- Lack of an effective way to train operators quickly and efficiently

These challenges impacted the efficiency and safety of existing procedures like daily preventive maintenance, LOTOs, quality inspections, and equipment safety checks. Sonae Indústria required a connected digital solution to enable efficient remote management while improving worker's safety and autonomy.

## Solution

The challenges highlighted the need for a solution that centralized management, reduced downtime, and streamlined operator integration and training. This way, the solution focused on:

### Centralization of all Operations and Information

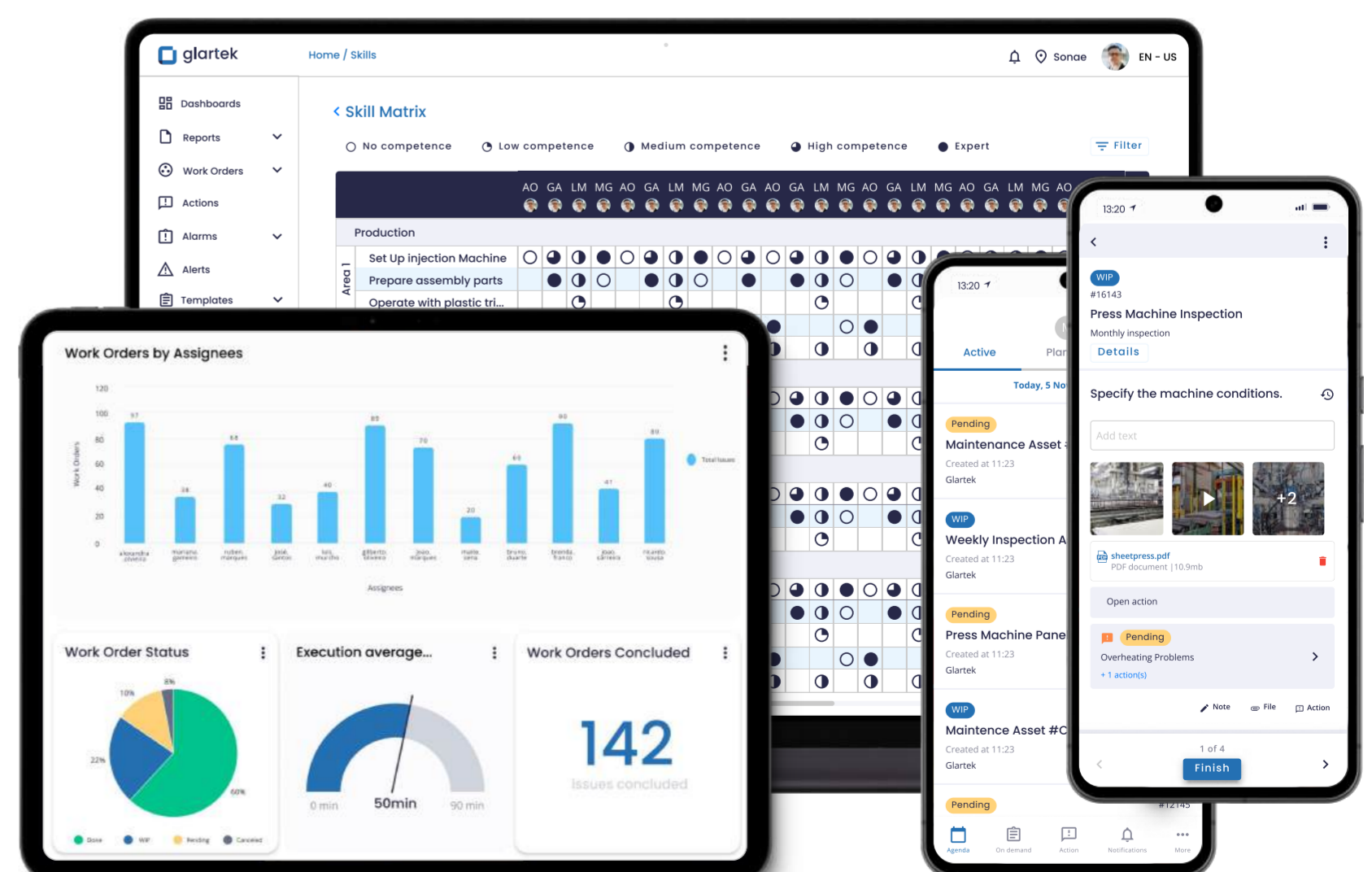
The platform centralizes all operational data, offering real-time monitoring of teams and processes. With predictive insights, alerts, a knowledge base, and task assignment capabilities it helps manage and control preventive maintenance procedures, quality control plans, and safety inspections, including work safety assessments and equipment certifications like forklifts.

### Digital Workflows and Instructions

By digitalizing paper-based work instructions, Glartek transformed Sonae operations into step-by-step digital workflows, including the daily preventive maintenance and LOTO procedures on product finishing line 2. Checklists like PPE verifications and 5S audits were also standardized. This shift reduces human error and enables operators to perform tasks more autonomously and accurately.

### Competency Management and Training

The skill matrix feature within the platform allowed for effectively managing the workforce by aligning tasks with the operator's competencies. Paired with interactive digital training tools, it empowered operators with the knowledge and skills needed, reducing training time, improving overall safety and adaptability on the factory floor, and accelerating the onboarding experience.



## Results



**84%**

Reduction in paper usage



**42%**

Faster issue resolution



**25%**

Reduction in downtime



**3x**

Faster onboarding of new workers

## Next Steps

Sonae Indústria is set to build on the success of Glartek's solution implementation by expanding its use and continuously improving operations. Therefore, the next steps include:

- **Integrate** remote management capabilities in their new facility
- **Digitalize** other operational processes
- **Explore** and test other solution capabilities



## Conclusion

This partnership marks an exciting new phase of Sonae Indústria's digital transformation journey. With the implementation of real-time monitoring, digital workflows, and training tools, Glartek's solution has significantly transformed operations, leading to enhanced monitoring, reduced errors, and improved training efficiency.



The main advantage we see for the future is the realization that Glartek's solution is more than just a support tool for maintenance or remote management. It is a comprehensive process that enhances training, quality control, environmental control, safety, and the effective operation of our production lines."

- Miguel Nogueira, General Manager of Sonae Indústria

## ABOUT US

Founded in 2017, Glartek specializes in Augmented Reality (AR) solutions tailored for the industrial sector. Our core mission revolves around enhancing efficiency and safety within industrial processes. We achieve this by integrating Augmented and Connected Worker technologies, providing visibility, optimization tools, and reassurance for frontline workers. Our focus is on improving industrial efficiency and safety for frontline workers while fostering a culture of Continuous Improvement to drive Operational Excellence. Our customer base is diverse, ranging from asset-intensive companies like EDP to manufacturing firms such as Renault.



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