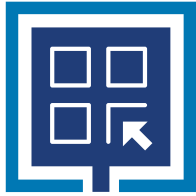




## COMMUNICATION



# Communication Cell



# Introducing the Unipart Digital Communication Cell

## Why Digital Communication Cells?

When senior and experienced executives are prevented from travelling, they need to connect to their teams virtually. To manage complex operational processes and lead change at pace, they need specialist tools. Simple voice chat services, such as Microsoft Teams, Skype, Zoom and Google Meet, limit what teams can do.

In the globally transforming world in which we now find ourselves, they need immediate access to live heartbeat business data and analytics.

Unipart has built a unique product that combines world-class operational experience with the most advanced digital technology: The Digital Communication Cell.

The purpose: to support a new way of working, leading and coaching.

From any point on the Digital Communication Cell network, you can link to multiple teams, share and compare performance data, and coach colleagues "in the moment" for continuous improvement.



# Easy | Intuitive | Engaging

The Digital Communication Cell replicates, as much as possible, the familiarity of paper-based lean operations.

This makes the transition intuitive and comfortable for people on the shop floor. The Digital Communication Cell has been tested and trialled extensively with sites that were at the most advanced in using daily operational data to improve. This first took place in warehouse operations, then in factories, and finally in office-based environments. The results showed that Digital Communication Cells were easy to use, highly intuitive, and engaged teams in solving problems at their own level.

Information can be updated either via touch screen or a handheld keypad.

- Able to instantly interrogate and analyse historical data
- Link to other Digital Communication Cells and share best practice
- Run zero-cost video meetings with other Digital Communication Cells in the ecosystem
- Find answers to common problems
- Link to expert content and best practice
- Host video conferences with anyone inside or outside the organisation using the built-in conferencing capabilities



Features enable you to:



Analyse historic data



Link to other cells and share best practice



Zero-cost video meetings with other cells within ecosystem



Collaborate to solve problems



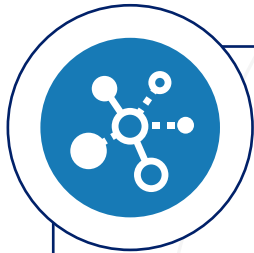
Access expert content



Host video meetings with external organisations



# The benefits of Digital Communication Cells are wide ranging



## Driving Operational Excellence in Multiple Locations

A daily meeting of the full team is not always straightforward when that team is distributed across different sites or branches. To maximise employee engagement, the Digital Communication Cell drives operational excellence in multiple locations. It makes it easy to participate in the process with a compelling experience, even when people are spread across different sites.



## Facilitating Remote Collaboration

Everyone can participate as often as needed. Remote access to Digital Communication Cells also allows reviews and best-practice sharing across a wide range of devices. Importantly, this is not about being less present; it is about participating more frequently.



## Data Analytics and History

Digital Communication Cell data shows the information that is in-the-moment. But there is a wealth of historical data stored online, which can provide insights and comparisons to enable teams to track decisions and learn accurately, rather than rely on paper-based files or memory.



## Insights

By having clear metrics and working to understand why problems arise, teams gain greater insight into their day-to-day operations, based on data rather than opinion. This provides a powerful basis for changing behaviour and improving productivity in the long term.



# What our users say

“

"When we took over the contract, the team were using a rudimentary form of an Operational Excellence system. There was no evidence of digital technologies. We were able to rapidly deploy the Unipart Way Communication Cell which had a galvanising effect on employee engagement and performance improvement."

**Andy Pyne**

Operations Director

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"The Finance Shared Service team has been the showcase and teaching office for Operational Excellence for over 10 years. We were proud of our physical Communication Cells, Visual Management Boards and Work Place Audits all of which enabled us to meet our customer needs, engage our employees whilst continuously improving our operations. We have been working this way for years and were pleasantly surprised at how quickly our staff adapted and engaged with the Digital Comm Cells."

**Charlotte Line**

Financial Controller – Finance Shared Services

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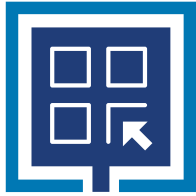
"Our USA team in Jacksonville took full advantage of the benefits of the Digital Comm Cells by using this as the collaborative platform to learn best practice. The leadership reached out to their international colleagues in China, UK and South Africa via the Digital Comm Cells and undertook process improvement activity focused on Dealer service quality. As a result of this the team was able to implement best practice processes that enabled the achievement of excellent levels of outbound quality."

**Ash Evans**

Operations Director – Automotive Contracts

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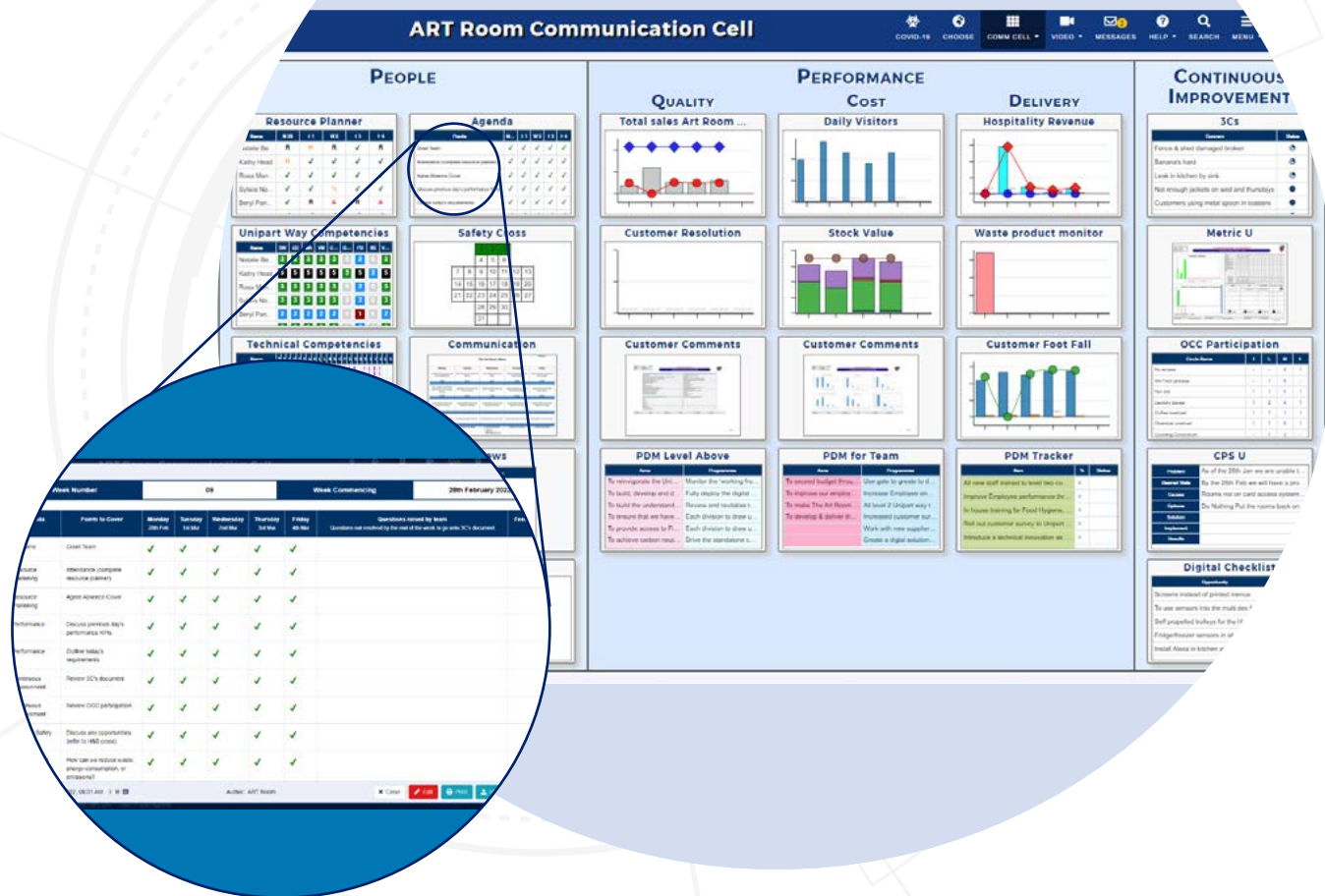
# To what extent can they be customised?

Depending on requirements, customisation typically takes a few weeks, rather than months.

1 Customer branding is a standard feature

2 Customer bespoke layouts depend on complexity, but can be done

3 Customisation is easy and depending on requirements, can be achieved quickly



# Support from experienced practitioners

To gain the maximum benefit from the Digital Communication Cell, an organisation should have deployed an operational excellence system into its business. Unipart Expert Practitioners can help to implement an initial version to ensure that the early experience of using Digital Communication Cells is productive and engages employees.

Organisations that have no experience of regular daily meetings or the use of visual management to engage employees and drive operational improvements can benefit strongly from this support. Comprehensive documentation will be provided, supported by in-line help. Everything a new user will need to start from scratch and end up with a working Digital Communication Cell is provided. Hardware requirements and installation instructions are all specified in detail.

The cyber security controls and protocols meet the highest standards required for commercial operations.



Principle 15

We spread our best practice  
and share our ideas in our Group

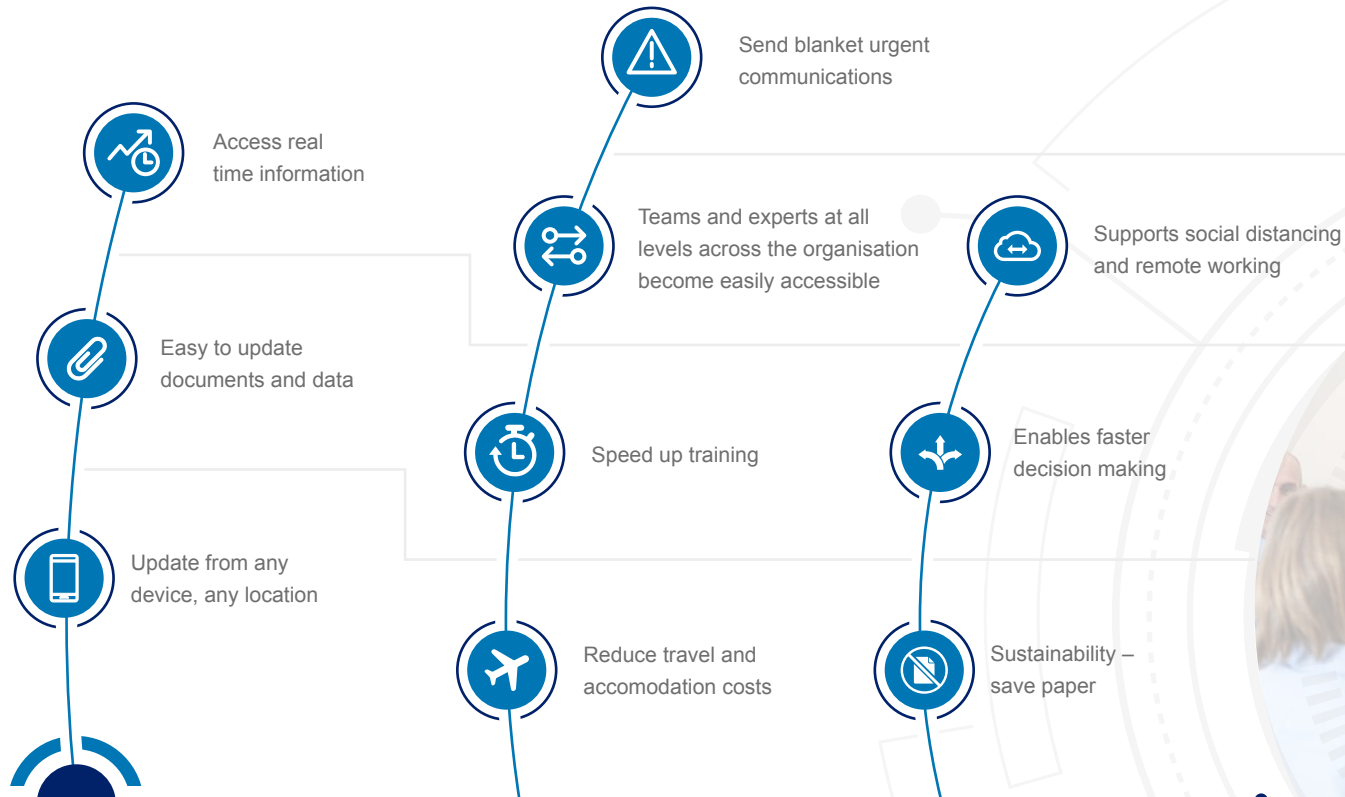


## The Unipart Digital Communication Cell:

Proven in an analogue world. Trusted for a digital tomorrow. Transformative for your business. A timely response to Covid 19.



# Summary of benefits



## Get started today

Digital Communication Cells are implemented as a “Software as a Service” platform, which starts with a discovery workshop to tailor the product to your needs. For more information contact:

**Jen Hunt, Digital & Innovation Unipart Logistics**

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