



Trends in Manufacturing Operations

Manufacturing operations rely on skilled workers and efficient processes to be successful. Workers learn to do their jobs efficiently and safely through training, detailed instructions and other expert workers, but what if that's not enough to sustain continuous process improvement?

What are companies doing to maintain a safe work environment, upgrade workers' skills, and continuously improve their operations?

Gatepoint Research surveyed more than **100 manufacturing, operations, quality, and IT experts*** at discrete and process manufacturing companies to find out.

Top Workforce Priorities Driving Organizations

Respondents indicated that the top workforce priorities driving their organizations over the next 12 months are all about talent.



How Information is Provided to Help Improve Manufacturing and Service Processes

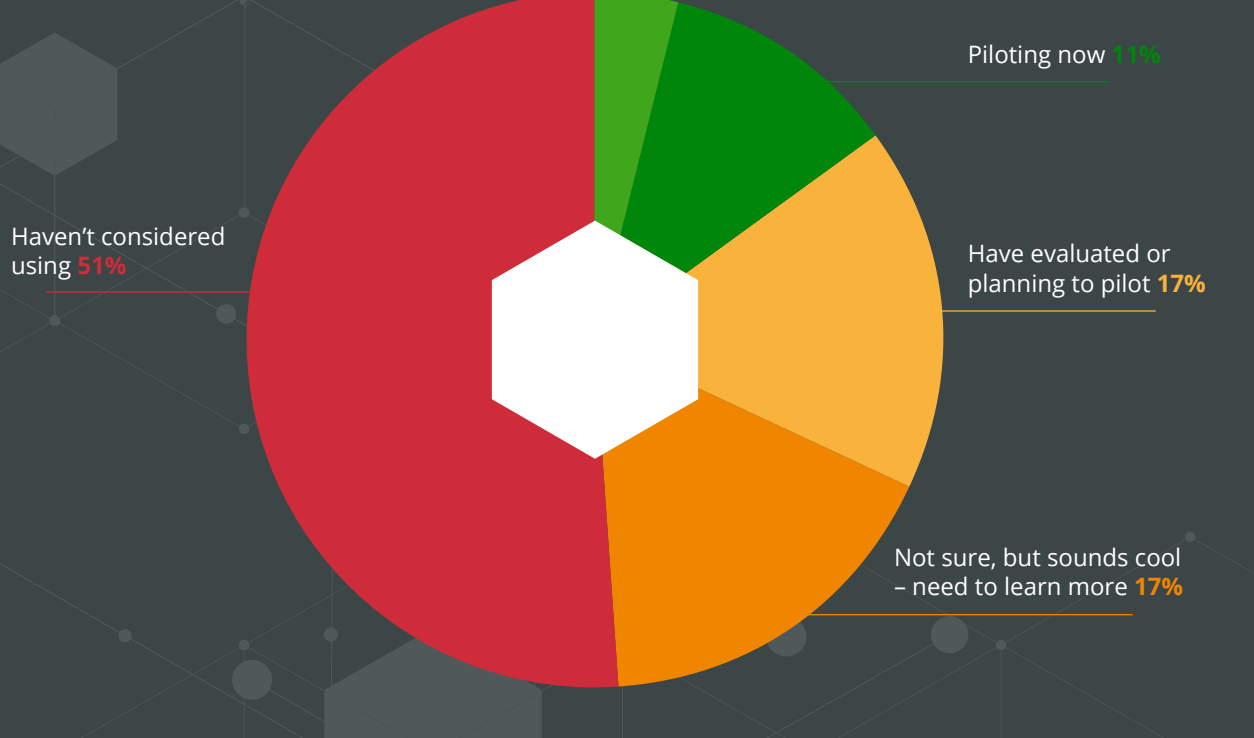
Half of the organizations surveyed are providing information through offering on-site, expert-led training.



The majority of survey respondents rate their efforts to impart knowledge to their workers to improve work and service instructions, training and knowledge transfer as just fair – or worse!

Usage of Augmented Reality (AR) Technology to Improve Manufacturing and Service Processes

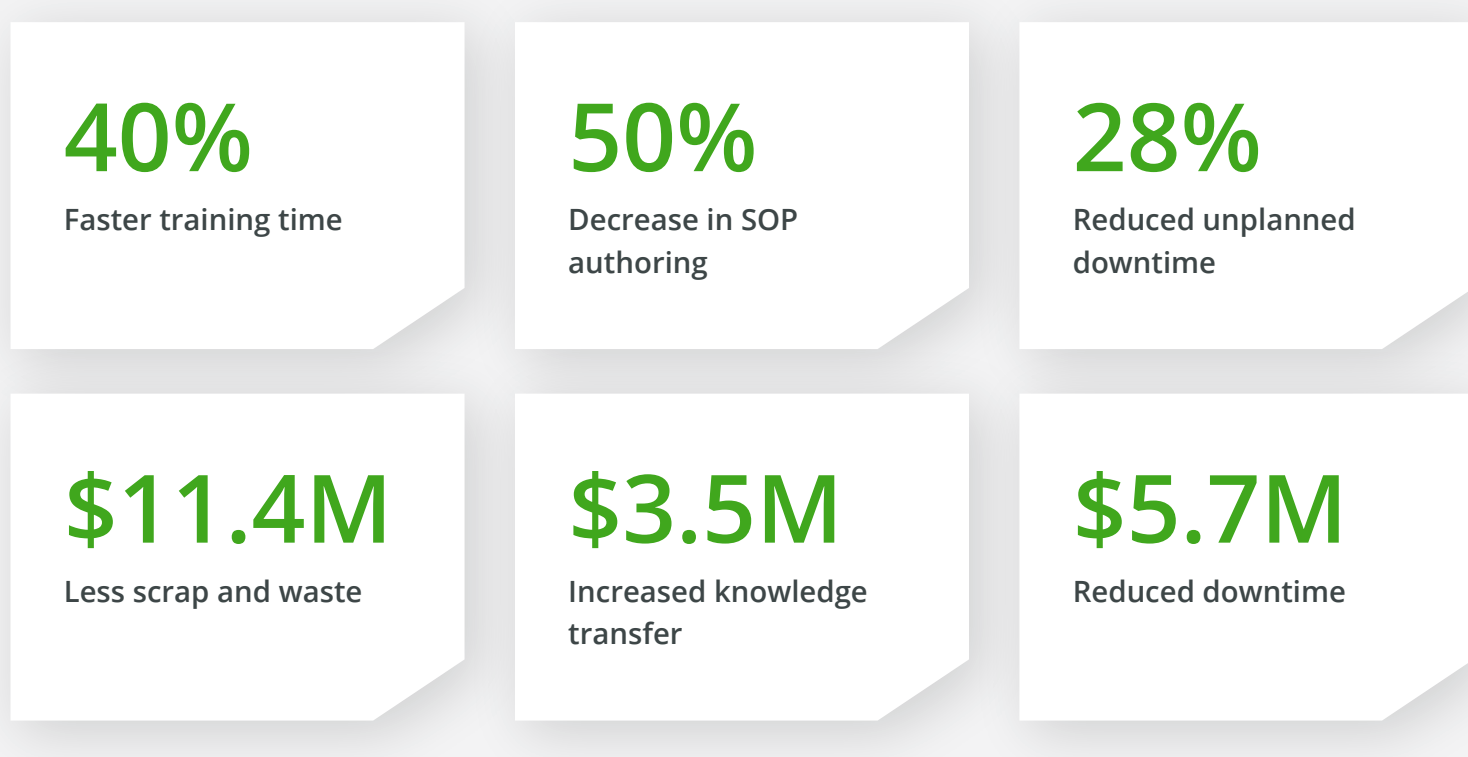
A third of those surveyed are currently using or evaluating AR technology (and only 38% are implementing digital work instructions, as indicated above).



Top Use Cases Considered for AR and Connected Worker Strategies



Companies using augmented reality to improve workforce and operational efficiency are seeing:



Learn more about how manufacturing leaders are using augmented reality to close the skills gap, boost workforce productivity, and transform operations:

[CLOSING THE SKILLS GAP WITH INDUSTRIAL AR EBOOK](#)

Research conducted by



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About PTC

PTC offers a suite of industrial augmented reality solutions that enable frontline manufacturing employees to get their jobs done quickly and accurately through step-by-step work instructions, enhanced training and knowledge transfer, and remote expert assistance.

*Management levels represented:

20% CxO | 15% VP | 60% Director | 5% Plant Manager