

# Frontline staff in manufacturing use Workplace to build better working relationships

Workplace is more than just a cascade of information to the end of the line. It opens up real-time and two-way conversations. Frontline staff in depots, warehouses, and factories use features like Workplace groups to swap shifts stay in touch. They use it to manage stock and speed up recalls. And they use it to build stronger and more open relationships with managers and colleagues in other locations.



## Report feedback to internal teams

Manufacturing staff are using Workplace to send feedback back to HQ. Real-time complaints, commendations, and suggestions help back office teams innovate faster and improve the customer experience at the front line.

And it works both ways. They can answer queries from the shop floor using features like Workplace Chat to crowdsource the best responses from their expert colleagues in other depots or warehouses.



## Help good ideas spread fast

Manufacturing staff use Workplace Groups to give instant feedback about what's working and what's not. They use it to spread the word so other depots can replicate your great new idea or your time-saving solution in every location in days, not weeks or months.



## Live stream training and demos

Use Workplace Groups or Live Video to communicate directly to staff on the ground, like announcing new process, procedures or training.



## Find the right information when you need it

With manufacturing or distribution hubs spread across regions, countries, and continents, it's often difficult to have one central place to communicate key information. Staff at the frontline now use News Feed on their phones to access the company information they need. News Feed uses advanced AI to show people relevant updates in a scrolling stream of posts. Easy access to the latest logistics schedules, industry news, product launches, and the information they need to build it or ship it.

## Stay in the loop with HQ

It can sometimes be lonely on the shop floor. But manufacturing workers are using Workplace to keep connected with HQ. Group announcements and broadcasts keep everyone up to speed. Staff dispersed in hubs and depots use Workplace Chat to keep the conversation going with their colleagues wherever they are. Have an important new process or safety procedure to share with people? Make sure the important information reaches everyone via a live update or post in Groups.

## Go beyond the morning briefing

Frontline staff sometimes get 30 minutes with their manager in the pre-shift briefing and then get left on their own. Those days are gone. Using Workplace is helping staff build better relationships with managers. They use Workplace Chat and groups to reach out and ask questions during shifts. They communicate using GIFs, stickers, emojis and an iconic thumbs-up to personalize conversations and get quicker and better responses. They use it to get more work done.

## Shift management

We get it. Things change. Make it easier to swap shifts using Workplace Groups. Simply post in a Group asking your colleagues to swap or share a document to manage shift changes and times. But why stop at that? Frontline staff are using Workplace for all their shift management needs. They share available times, manage last-minute absences, and keep everyone up to date on resource requirements, especially at busy periods.

## Connect...everyone

Not everyone has a desk or constant access to the digital tools they need to get the job done. Frontline workers are using the mobile-first features of Workplace Chat to connect with the rest of their organization for the very first time. They use the familiar features to get up to speed fast and help reduce the need for expensive and time-consuming training or onboarding.





## How Renault Retail Group (RRG) is using Workplace to connect the entire organization

Workplace connects everyone. Wherever they work and whatever job they do.

Even people who work remotely or without access to digital tools like email.

It was this ability to join disparate workers together that made Workplace the right choice for RRG. Richard Bouigny, RRG CEO said, "We needed to communicate changes happening inside the company. With 40% of the staff with no access to professional digital tools, we needed a platform that was easy to implement and intuitive."

And Workplace was that platform. People take part in global conversations and can connect with everyone. Using Workplace, RRG now has better global engagement. "With Workplace, we've been able to set up working groups and motivate people to join them easily and seamlessly across Europe."

**"Workplace enables everyone inside the company  
to share their experience and personal passion."**

**Richard Bouigny, CEO RRG**