



Maestro/MSO software

Programmed for success



Digitalization is progressing in leaps and bounds at Kuraray because it simplifies many processes and helps control many workflows. Maestro is a flexible web application that has been used effectively at the Frankfurt and Troisdorf sites for several years.

"In the old days, we used Excel lists for audits. That worked OK, but we wanted to go digital," says Andreas Volk, Quality Management in the PVB Division in Troisdorf. "I invited MSO to give us a presentation and that started the ball rolling." The use of Maestro has snowballed at Kuraray's sites as more and more staff have been trained to use it. Marco Renk, key account manager and project leader at MSO Solutions GmbH in Munich, maintains regular contact with the administrators at our sites. Once a month, Werner Decher, Environmental Affairs & Waste Management QHSE, organizes a cross-site meeting to discuss new ideas for using this software. Some people who were originally sceptical have changed their minds. "Administrators and users confirm that processes are easy to customize and evaluate," says Marco Renk.

Intuitive and very flexible

The software is intuitive and is extremely suitable for workflows that are digitalized and can be run with the aid of common workflow management measures.

The benefits: workflows run correctly, uniformly and in parallel and users can add and digitalize new topics at any time. One of the first applications at Kuraray was the shift log in Troisdorf. Even without a detailed knowledge of IT, the shift teams were able to work out their own design and configure the program to meet their specific needs, supported by Andreas Volk, a student employee and Marco Renk. Moreover, the team made sure that the data was available in the working languages used by the production employees in different countries: German, English, Russian, Czech, French and Korean. The aim was to ensure that the software could be used worldwide at all levels, without barriers to use. "Many creative ideas for applications come directly from production workers," says Andreas Volk.

"Maestro makes things more transparent so it's easier to set priorities."

Andreas Volk, PVB Division, Quality Management

Maestro is also used intensively in Frankfurt. Daniel Hartmann, Compliance Manager at TAS AG, helps Michael Giebisch, Head of Operations PVA, implement safety and compliance management processes via Maestro. He is now also supporting the Mowital plant with the use of the tool for onboarding and approvals management. "The workflow has been designed to meet the needs of the plant and around 2,500 approvals have already been generated electronically. The in-house approvals management tool introduced in September is based on the new MSO 5 software generation, which is even more intuitive. Many cross-departmental steps have been integrated to make sure that all safety-relevant aspects and regulations are included. Maestro is also used when technical changes are made to a

production line because many different departments have to work together (change management).

Cross-site process management

Maestro does not only simplify process management. Interfaces facilitate a range of analyses, for example, the evaluation of accident statistics for all Kuraray sites. Systematic sampling for customers in the automotive industry is currently at the pilot phase. Quality data no longer have to be obtained from different sites by email and that greatly speeds up customer support and feedback. Therefore, digitalization with Maestro/MSO is not just an internal success story!

Maestro is now MSO
From 2022, the fifth generation of the software will be known as MSO 5.

Use of Maestro at our sites

Frankfurt

- 23 workflows: accident management, change management (MOC), onboarding, alarm setup, 5S audits, on-site audits
- NEW with MSO 5: first new-generation tool introduced in September 2021 for Kuraray approvals management

Troisdorf

- 15 workflows: accident management, shift log, audits, plant inspections, complaints
- Use at other Kuraray sites: Bor (Russia), Ulsan (Korea), Holešov (Czech Republic), Fayetteville, Parkersburg and Wilmington (all in the USA)