



## Case Study

### Introduction to Infineum

Infineum is a world leader in the formulation, manufacturing and marketing of petroleum additives for lubricants and fuels. Established in January 1999 as a joint venture of ExxonMobil and Shell, Infineum draws on nearly 80 years of innovation and has manufacturing plants in the USA, China, Germany, France, Singapore, Italy and Brazil. Infineum is world-class for Health, Safety and Environmental performance and reliability of Supply to Customers.

### The Opportunity

Like many industrial companies, shift handover processes and reports varied from site to site. They were manually prepared and time-consuming. Historical shift end data was not easy to search for, filter or retrieve.

As part of its commitment to Global Manufacturing Excellence, Infineum required a tool that would standardize its shift handover processes and reporting across the whole group. The tool would need to be versatile so as to accommodate diversity of sites, units, languages (English, Mandarin, Italian, German, Portuguese), roles, shifts, crews, reports, regulations, data sources and checklists, while ensuring consistency where it mattered and facilitating roll out to new sites.

Each member of the operations team had precisely defined information needs for shift handover – not more and not less – while other information would need to be readily accessible if required. Data would need to be collated from a variety of data sources – local plant historians, maintenance work orders and notifications, lab results, mobile operator inspection round readings, custom databases, and daily operating instructions and log entries from j5 itself.

A standardized Daily Production Meeting report for each site was required, as well as custom operations reports for tank levels and other key process variables.

Infineum's tangible objectives were improvements in reliability, accuracy and communication effectiveness, and making routine operator tasks and the preparation of shift reports easier.

### The Objectives

- Keep an electronic record of what happens during a shift
- Generate shift summary reports
- Provide a task list to keep a track of things that need to be done
- Organize information to improve Shift Handover, Daily Operating Instructions & Production Meetings
- Facilitate the information exchange and have information promptly available
- Enhance accuracy and efficiency of routine operator tasks and preparation of shift handover information

### The Benefits

- Reduced manual data entry, saving time and improving accuracy
- Improved communication within shift teams, across shifts and other functions
- Improved decision-making from having the right information readily available
- Formalised shift handover process, reduced risk of safety incidents
- Group-wide consistency in reports and processes, but adaptable to local needs



## How j5 International is Providing the Solution

j5 International is currently rolling its j5 Operations Logbook, j5 Shift Handover, j5 Work Instructions and j5 Reporting applications to meet Infineum's extensive requirements.

j5 has been delivered together with Wonderware System Platform and Wonderware Historian which make data available to j5 from the following Infineum IT systems:

- Plant historians at each plant provide key process data that is relevant to specific shift handover, daily production meeting or process log reports.
- Custom databases at each plant identify, for example, current batch statuses, and violations of process variable and equipment operating windows.
- The asset lists, current work orders and notifications from the computerised maintenance management system.
- The mobile inspection round system provides notable field data, such as exceptional readings.
- The laboratory information management system supplies relevant laboratory results.

The following reports are available: Operator Handover, Shift Team Leader Handover, Daily Production Meeting, Tank Level, Daily Operating Procedures, Work Orders and Process Logs. These are tailored to the precise needs of each role, unit, area and site.

The j5 suite operates off a unified user-interface powered from a single, central server situated in the USA. It can be accessed from any browser and authorised user that is connected to Infineum's WAN (Wide Area Network), regardless of whether the user is situated in the USA, Brazil, Germany, Italy, Singapore or China. Single Sign On and local languages are supported.

## Benefits of j5

- j5 is saving time and increasing accuracy by producing vital daily reports that were previously collated manually and reducing manual data capture.
- j5 is making information available to all members of the operations team and beyond, resulting in improved communication within shift teams, across shifts and with management and other employees.
- j5 is contributing to improved decision-making by harnessing the right information, and only the right information, as soon as it becomes available.
- The formalised shift handover process ensures that a consistent procedure is followed, reducing the risk of accidents.
- The flexibility of j5 is enabling the group to harmonise its approach to Shift Handover and Daily Production Meetings, despite the diversity of its manufacturing plants.
- j5 handover reports help Infineum to meet its regulatory and compliance obligations.



"I've had the pleasure of working closely with the j5 team over the past two years.

The team's commitment, dedication and professionalism have impressed me immensely.

It was a pleasure to see our customer's satisfaction with the joint j5 International - Schneider Electric solution.

I would have no hesitation in recommending j5 to any future potential customers."

**Emmanuele Dicerto**  
Senior Project Manager  
Schneider Electric Italy



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