



QUICK OVERVIEW

Company Overview: Coloplast

Coloplast is a global leader in the medical device industry, specializing in products that improve the lives of people with intimate healthcare needs. The company employs over 16,000 people and operates production and commercial activities across Europe, Asia, and the Americas. Coloplast runs highly automated production environments with strict quality and compliance requirements, supporting a global customer base.

Solution Overview: REWO

REWO is an intuitive video work instructions platform designed for modern manufacturing companies. It enhances operational efficiency, ensures consistency, and empowers employees by providing clear, accessible visual guides. REWO's user-friendly interface, auto-translation system, and compliance features make it indispensable for quality assurance, training, and continuous improvement in manufacturing environments.

CHALLENGES

As Coloplast accelerated its automation initiatives and expanded production globally, it faced a critical challenge: keeping operational knowledge aligned with rapidly evolving, highly automated production processes.

- **Production Changed Faster Than Documentation Could Keep Up:** The shift to automated production introduced new workflows and operator responsibilities. Operators transitioned from manual tasks to higher-level operational roles, while existing documentation and training methods were too slow to reflect these changes.
- **Limited Ability to Translate Changes into Execution:** Operators needed to quickly understand what had changed and how to perform tasks correctly, but static, text-based instructions made this difficult.
- **Inefficient Document Distribution:** Work instructions were managed in

paper format, requiring manual printing and physical replacement across the shop floor whenever updates occurred.

- **Disconnected Systems on the Shop Floor:** Although documentation existed in the QMS, it was not accessible to operators in production, creating a gap between defined processes and real execution.
- **Complex Global Knowledge Transfer:** During the relocation of production lines to Costa Rica, Coloplast needed a scalable way to transfer standardized processes across locations.

Production changes were happening faster than documentation and operators could keep up.

SOLUTION

Coloplast implemented REWO as a digital layer for managing and delivering operational knowledge, fully embedded into its MES environment.

- **Seamless MES Integration:** REWO was integrated as a web-based module within Coloplast's internally developed MES. Operators access work instructions directly within their existing interface, without switching systems.
- **Instant Knowledge Distribution:** Updates to work instructions are

instantly distributed across all production points, eliminating manual document handling and ensuring operators always see the latest version.

- **Visual Work Instructions for Execution:** Complex processes are documented as video-based instructions, making it easier for operators to understand and execute tasks correctly—especially in automated environments.
- **Standardized Content Creation:** Defined rules for creating instructions ensured consistency and reduced time spent on formatting and documentation structure.
- **Global Knowledge Transfer Enablement:** Visual, multilingual instructions supported the transfer of production lines and processes to Costa Rica, ensuring consistent execution across sites.
- **Centralized Access at the Point of Use:** REWO acts as a delivery layer for both video and written documentation from the QMS, making all operational knowledge accessible directly on the shop floor.

REWO enabled Coloplast to translate process changes into visual work instructions directly at the point of use.

RESULTS

By digitizing and streamlining how operational knowledge is created and

delivered, Coloplast transformed how operational knowledge is created, updated, and delivered—enabling faster response to change and more consistent execution across sites.

- **85% Reduction in Document Distribution Time:** Eliminating manual printing and replacement significantly reduced the time required to update and distribute work instructions.
- **Faster Adaptation to Process Changes:** Work instructions can now be created and updated quickly, allowing documentation to evolve at the same pace as production.
- **Improved Execution in Automated Environments:** Operators can immediately understand process changes through visual instructions, reducing ambiguity in complex tasks.
- **Scalable Knowledge Transfer Across Sites:** Standardized, visual instructions enabled consistent process replication during global production transfers.
- **Single Source of Operational Knowledge:** All relevant documentation—video and written—is accessible through a unified interface within the MES, eliminating reliance on paper and disconnected systems.

Coloplast reduced document distribution effort by ~85% and aligned execution with process changes in real time.

CONCLUSION

The implementation of REWO at Coloplast transformed operational knowledge from a static, paper-based system into a dynamic, digital layer embedded directly into production workflows.

By enabling rapid creation, distribution, and visualization of work instructions, Coloplast ensured that operators always have access to the latest, standardized way of working—regardless of how quickly processes evolve.

This approach allows the company to keep execution aligned with continuous automation and global expansion. As a result, as production evolves, execution stays aligned—across all processes, teams, and locations.

“Operators can now immediately understand process changes through visual instructions.”

Ágnes Edina Stankovicsné Pintér
Coloplast, Senior Process Engineer

FOR MORE INFORMATION:

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