

Remote operations



Training new employees in time of disruption;
integrating new training solutions; managing
operations when the staff is digital



SONAR Unternehmensberatung GmbH

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- Operating for and with European, US and Asian customers
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Remote operations



Fab Automation: Process & Equipment Transformation
for a connected, intelligent Fab

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Remote operations

Six points to take into consideration:

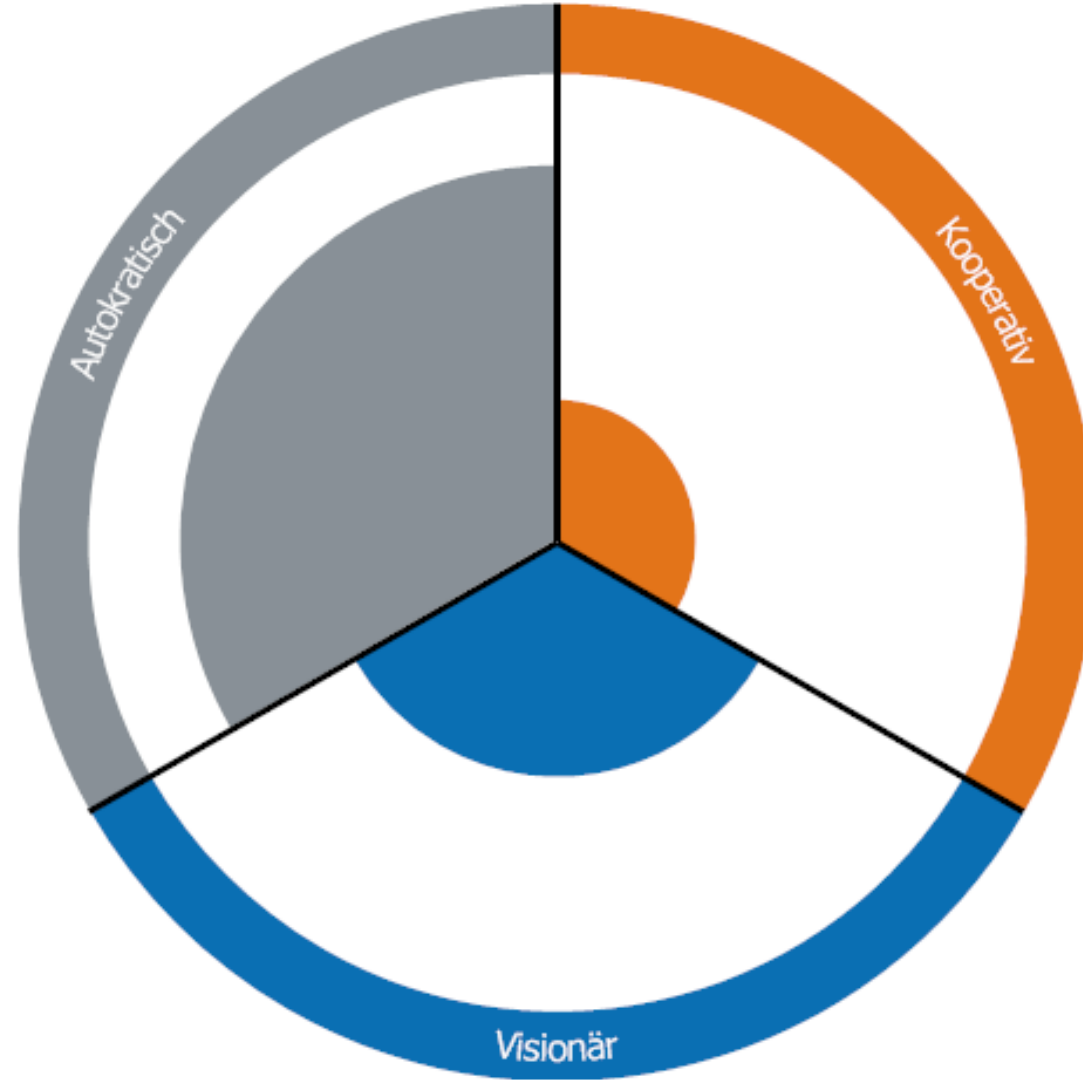
- Teambuilding
- Communication
- Clear goals, tasks, responsibilities
- Equipment, timing, schedule
- Participants
- Develop people

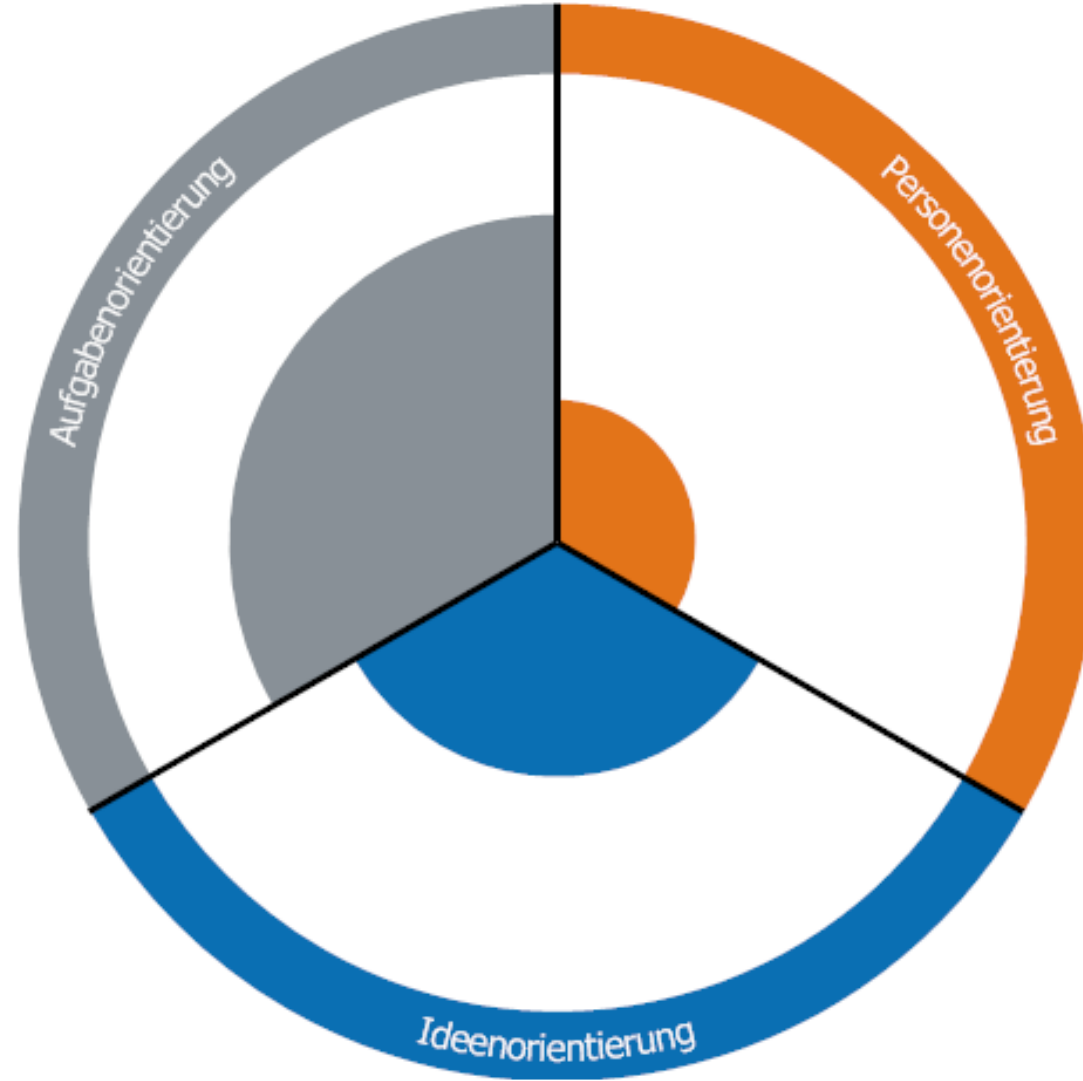


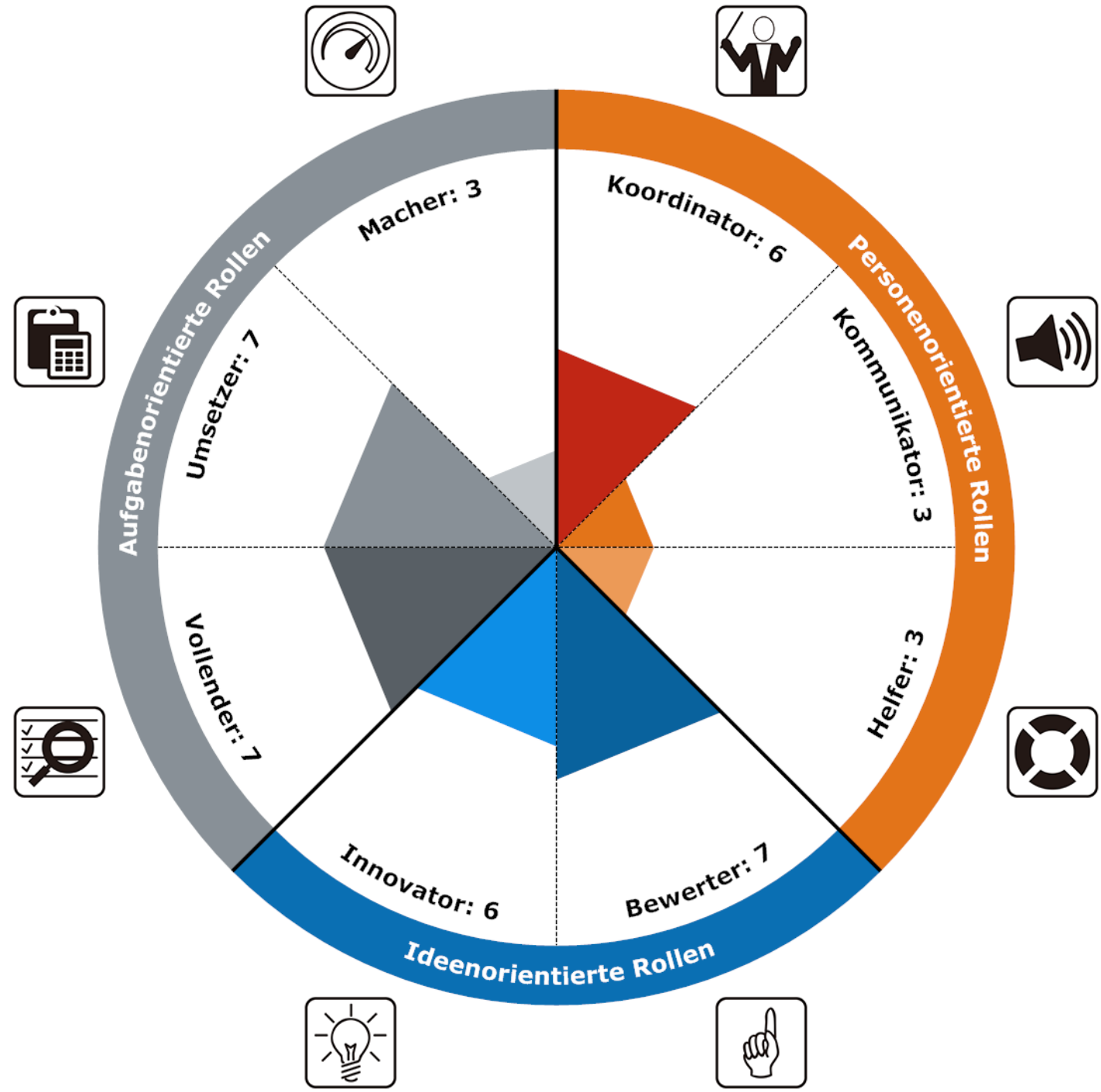
Remote operations

Six points to take into consideration:

- Teambuilding:
 - Think from the end! What's the goal, the target of the whole operation?
 - What's your time schedule?
 - KISS: Keep it simple and smart
 - Use 5x5-Tools and care for the mix: coordinator, communicator, supporter, innovator, executor, doer, ...
 - Generate enthusiasm
 - Leave them alone
 - Give credit









Remote operations

Six points to take into consideration:

- Communication:
 - ASAP: inform the people involved as soon as possible, give them a chance to prepare
 - Always listen to criticism, comments, objections
 - Be as clear and frank as possible
 - People \neq equipment! They go analog, not digital
 - Consider the emotional aspect of the whole project
 - Take your time, and make sure the team as a whole is on board



Remote operations

Six points to take into consideration:

- Clear goals, tasks, responsibilities:
 - Make sure everybody understands exactly what it's all about
 - Choose the best person for each specific task
 - Describe exactly your expectations
 - Keep the process fluent and iterative
 - Have a „plan B2“ in your desk, it might come handy
 - Ba available at any time for feedback



Remote operations

Six points to take into consideration:

- Equipment, timing, schedule:
 - Provide the right and necessary equipment ways before the team starts
 - Provide ALL the necessary information the team may need
 - Make sure all depts. are informed about their task and business
 - Set a clear agenda and according framework conditions
 - Keep a tight protocol



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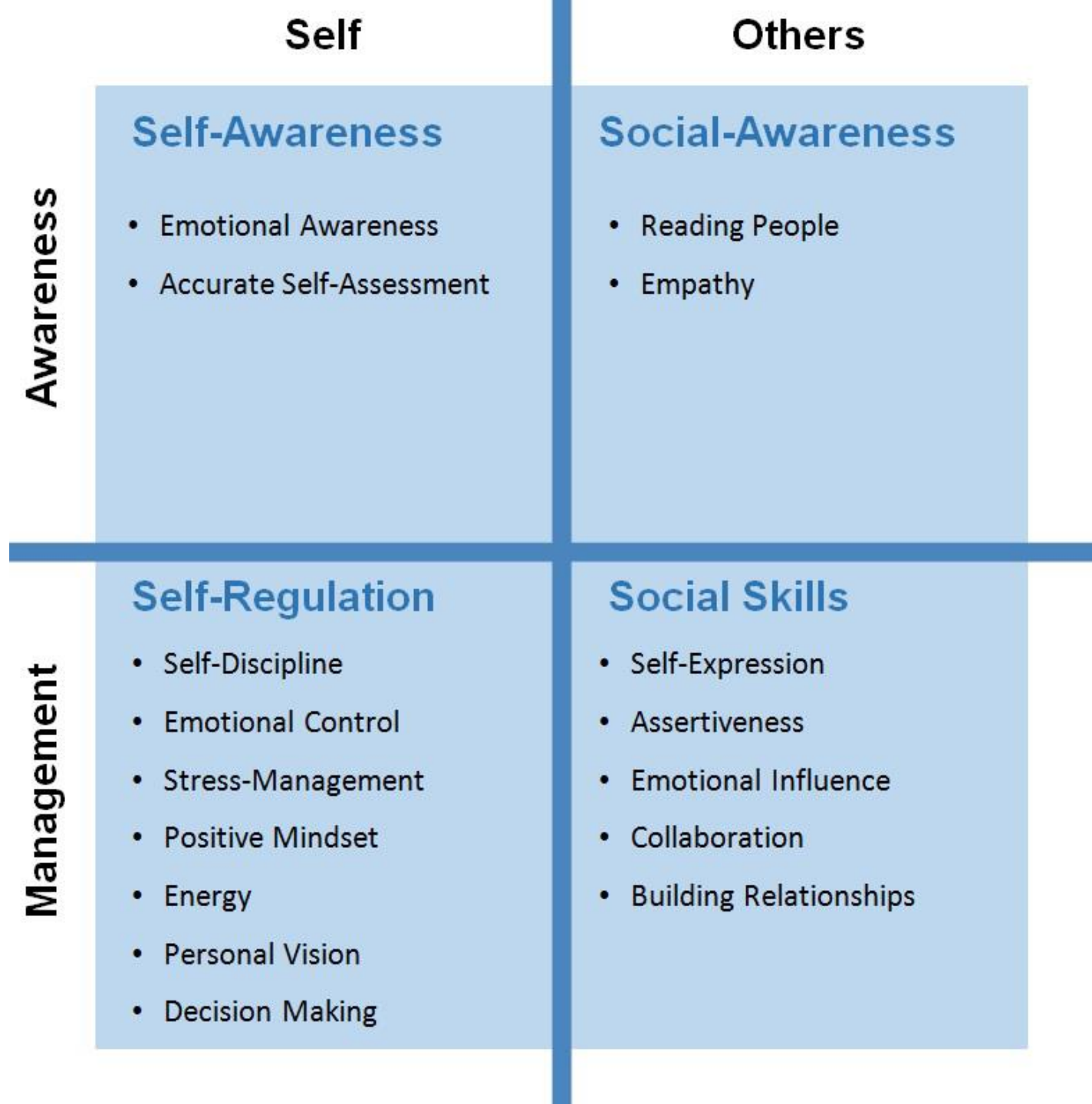
- Participants:
 - As a rule of thumb: as small as possible, as large as necessary
 - Robert A. Heinlein said through Lazarus Long: “A committee (team) is a life form with six or more legs and no brain.” Don’t fall into this classic trap.
 - Avoid unnecessary follower, controller, busybody, etc.

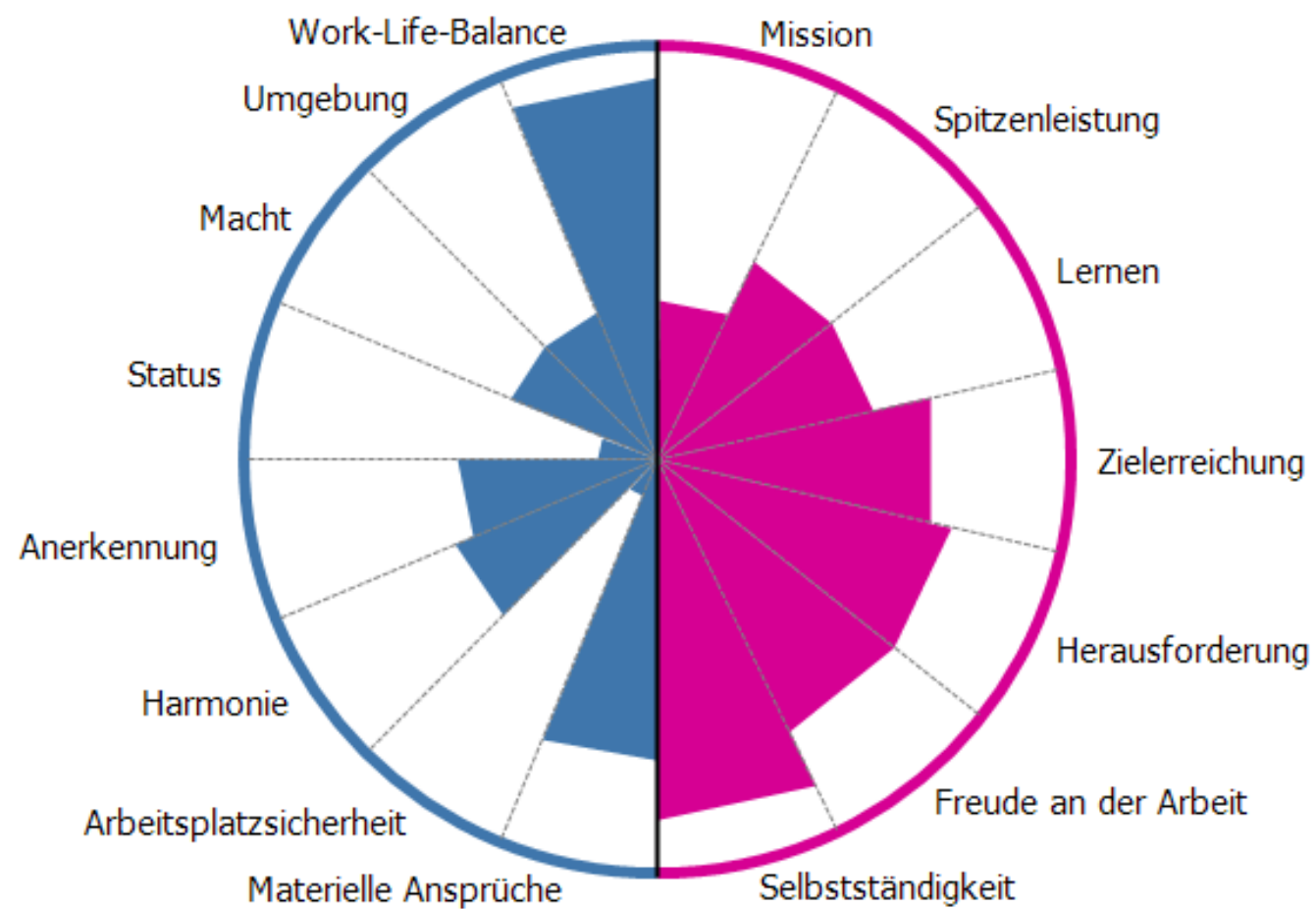


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Six points to take into consideration:

- Develop people:
 - Remember: your people are mature and intelligent persons (otherwise, you wouldn't have them on board, would you?). Treat them accordingly
 - Respect their "Big Five"-profile and use SWOT-tools for better understanding
 - Understand their motivations and make use of them
 - Give them the chance to develop their own ideas and suggestions. You can always say „no“, but if you do, explain
 - Praise and give credit freely and honestly





Remote operations



BOSS



LEADER



DIFFERENCE BETWEEN



Remote operations

Six points to take into consideration:

- Summarizing:

In times of disruption, go disruptive!

**And remember: coach your staff; generate enthusiasm;
develop people; say „we“; ask; don't „boss“.**

„Yes, we'll do it.“

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Thank you for your attention!

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