

World-Class Manufacturing and Industry 4.0 as Strategic Differential - Case Studies

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Abstract

The demand for quality in products and services has required companies to make great efforts to stand out in the market. World-Class Manufacturing (WCM) seeks to boost these efforts by applying a set of tools associated with continuous improvement processes, making companies unique in their markets. This study explores the impacts of the WCM method on production processes, when related to technologies aimed at industry 4.0. It uses a multiple case approach, for three market players, from totally different sectors: pharmaceutical, commodities and energy. The analyzes suggest that the use of technologies from industry 4.0 with the WCM method can impact on production processes, helping to develop continuous improvement practices that affect the strategic results of companies.

Keywords

Industry 4.0, Operation Management, Process Improvement, Strategy, World-Class Manufacturing.