



# NewgenONE

Contextual Content Services for



# Overview

If your frontline workers are searching for the right instructions or using outdated standard operating procedures (SOPs), you're facing hidden cost and risks every day. While SOPs differ significantly across industries, they serve a core purpose i.e. to ensure compliance and operational consistency.



Newgen**ONE** Contextual Content Services for SOP Lifecycle Management helps transform SOPs into intelligent, compliant, and connected operational knowledge hub. By leveraging the offering, you can minimize errors, stay compliant, and enhance overall operational efficiency.

# The Hidden Cost of Outdated Process Documentation

## Challenge

## What it Translates Into

Rework from bad instructions	----->-----	Wasted money
Breaking compliance rules	----->-----	Audits, fines and shutdowns
Experienced staff retire	----->-----	Loss of tribal knowledge
Searching for instructions	----->-----	Loss of production hours
Training with outdated materials	----->-----	Longer training cycle for new hires
Small mistakes in unclear SOPs	----->-----	Expensive problems



# NewgenONE Contextual Content Services for SOP Lifecycle Management

Leverage a wide range of features, such as no-code authoring, AI-powered instruction generation, and multi-language translation to expedite frontline execution. Ensure compliance with built-in global standards, digital signatures, and immutable audit trails. Empower operators with real-time AI assistants to significantly reduce errors, drive operational efficiency, and deliver consistent quality across the production lifecycle while integrating seamlessly with enterprise systems.

## Comprehensive Lifecycle Coverage, from Creation to Improvement- All in One, Simple System



# Core Highlights

## End-to-end SOP Lifecycle Management

Streamline the complete SOP lifecycle with role-based review and approval workflows, compliant e-signatures, and version control, from creation and review to distribution and archival. Eliminate manual errors and ensure every instruction is standardized, accurate, and accessible across the enterprise with reusable templates from the 'no-code studio'



## AI-powered Knowledge Capture and Digital Work Instructions

Transform tribal knowledge, videos, and legacy manuals into intelligent, digital SOPs step-by-step instructions with AI auto-generation, multilingual translation, voice-enabled interaction, and multimedia enrichment



## Dynamic Operator Copilot for Real-time Guidance

Empower operators with an AI assistant that helps deliver instant troubleshooting and contextual instructions. Reduce downtime and improve safety with prompt-based, personalized visual guidance at the



## Audit-ready Compliance and Governance

Meet global standards, such as FDA 21 CFR Part 11, AS9100, cGMP, and IATF 16949 with immutable audit trails, automated approvals, and secure digital signatures



## Analytics and Continuous Feedback Loops

Gain real-time visibility into SOP usage and effectiveness through dashboards and analytics. Enable operators to provide direct feedback, improving content quality and driving process optimization across shifts and sites



## Enterprise-grade Integration

Integrate seamlessly with ERP, PLM, CRM, and productivity platforms via bi-directional API-first design. Ensure centralized access, metadata-driven classification, and NLP-powered search for faster retrieval and better collaboration



# How Intelligent SOP Management Transforms Key Industries

Industry	How it Works
Automotive	<ul style="list-style-type: none"><li>● Ensures IATF 16949 compliance through digital work instructions</li><li>● Maintains perfect version control for every site and supplier</li><li>● Pushes real-time updates to eliminate errors</li><li>● Enables audit-ready compliance across all facilities</li></ul>
Aerospace & Defense	<ul style="list-style-type: none"><li>● Maintains AS9100 and ITAR compliance with secure digital procedures</li><li>● Leverages the built-in AI capabilities to keep manuals updated and accurate</li><li>● Creates immutable audit trails for mission-critical operations</li></ul>
Pharmaceuticals & Life Sciences	<ul style="list-style-type: none"><li>● Manages validated SOPs under FDA cGMP and 21 CFR Part 11</li><li>● Accelerates validation cycles with precise version control</li><li>● Helps with automatic audit-ready reporting</li><li>● Ensures strict adherence to global quality standards</li></ul>
Food & Beverages	<ul style="list-style-type: none"><li>● Enforces strict HACCP documentation digitally</li><li>● Manages allergen controls through centralized procedures</li><li>● Maintains compliance with FDA, USDA and ISO 22000</li><li>● Standardizes work instructions for faster inspections</li></ul>
Asset-Intensive Industries	<ul style="list-style-type: none"><li>● Manages MRO documentation with version-controlled instructions</li><li>● Provides AI-guided troubleshooting for equipment issues</li><li>● Maintains OSHA compliance through standardized workflows</li><li>● Scales maintenance practices across complex equipment environments</li></ul>

# How SOP Management Empowers Critical Roles?

## Plant Operator/Production Worker

- Access digital, step-by-step instructions and an AI assistant right at your workstation
- Find the correct procedure instantly, no more searching binders or guessing
- Reduce errors, rework, and downtime with clear, visual guidance
- Provide real-time feedback to improve processes continuously

## Plant Manager

- Ensure every shift follows the same version-controlled, accurate procedures
- Boost overall equipment effectiveness (OEE) and hit production targets
- Reduce onboarding time for new hires with streamlined digital training
- Accurately forecast production output and performance with real-time visibility into SOP adherence and shift efficiency

## Quality Assurance (QA) Lead

- Guarantee compliance with standards like FDA 21 CFR Part 11 and AS9100
- Prove exactly which SOP version was used with immutable digital audit trails
- Pass audits effortlessly and significantly reduce compliance risks
- Support a zero-defect manufacturing culture with automated approvals and traceability

## Maintenance Engineer

- Get instant, AI-powered troubleshooting guides for specific equipment and error codes
- Solve issues faster and minimize machine downtime
- Perform safer repairs with clear, step-by-step instructions
- Improve equipment reliability and stop relying on tribal knowledge

# Understanding with Real-world Use Cases

Use Case	The Problem	How It Works	The Outcome
Capture Tribal Knowledge and Accelerate Onboarding	A veteran employee is retiring, and his experience is about to walk out the door	Turn an expert's video demonstration into a simple, step-by-step digital guide for everyone	New hires learn faster, work gets done consistently, and costly rookie mistakes are eliminated
Manage Urgent Global Process Changes	Updating a safety procedure across multiple countries is slow, leading to confusion and compliance risks	Change a procedure once, and it's instantly translated and sent to every relevant site worldwide	Your entire global team follows the new rules immediately, ensuring consistency and safety everywhere
Minimize Downtime and Ensure Audit-readiness	A machine breaks down, halting production, or an auditor arrives for a surprise inspection	Operators get instant AI guidance to fix issues, and managers can pull up perfect digital records in seconds	Operators get instant AI guidance to fix issues, and managers can pull up perfect digital records in seconds







## About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native **process automation, content services, customer engagement, and AI/ML** capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low-code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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