

Creating One Current Truth

How manufacturers can stop repeatedly recreating operational information and carry one trusted version of the truth from customer request through to production handover.



Capture Once. Validate Early. Carry Forward

Creating One Current Truth Starts With Exposing Data Debt

Manufacturing data should not have to be recreated at every handoff.

Yet in many service operations, the same information is copied, corrected and re-entered as work moves from customer request through quotation, costing, engineering, planning and production handover.

At first glance, this looks like an administrative problem. In reality, it is often evidence of something deeper: **hidden operational data debt**.

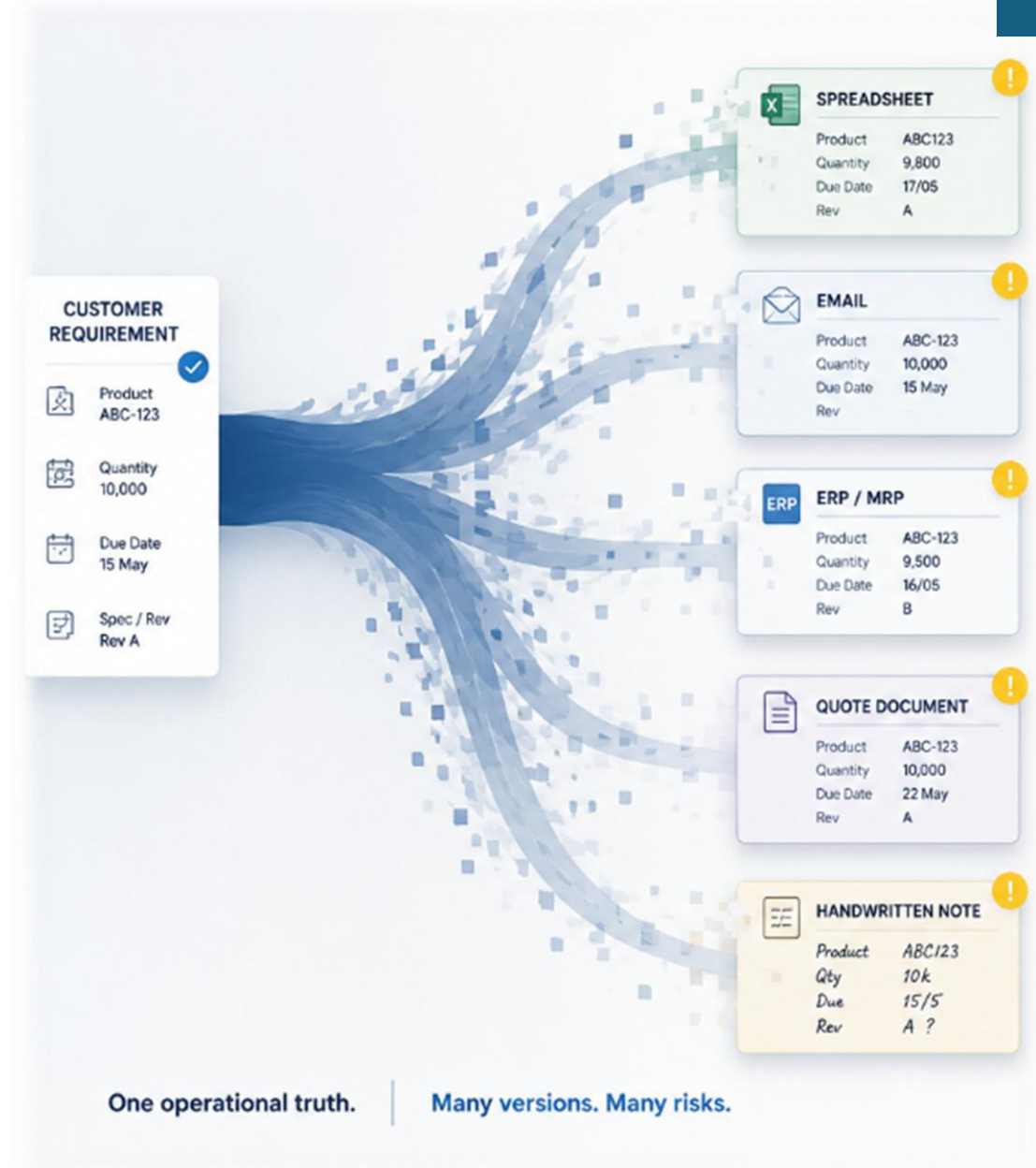
The same operational truth becomes scattered across spreadsheets, emails, ERP fields, quote documents, handwritten notes and individual memory. As information moves through the process, each stage creates, checks or interprets its own version of the truth because it cannot fully trust, access or reuse what came before.

The result is duplicated effort, repeated checking and unnecessary risk.



**Manual rekeying is therefore not the problem.
It is the symptom.**

The real challenge is exposing the hidden data debt underneath and creating one trusted operational truth that can move confidently through the service operation.



The Process May Have Lost Control of the Truth

Manual rekeying is easy to see. Someone copies information from an email into a spreadsheet. Someone else enters the same information into ERP. A planner checks the figures again. Production receives a handover document that may or may not reflect the latest amendment.

It looks like an administration problem. But it is usually a control problem.

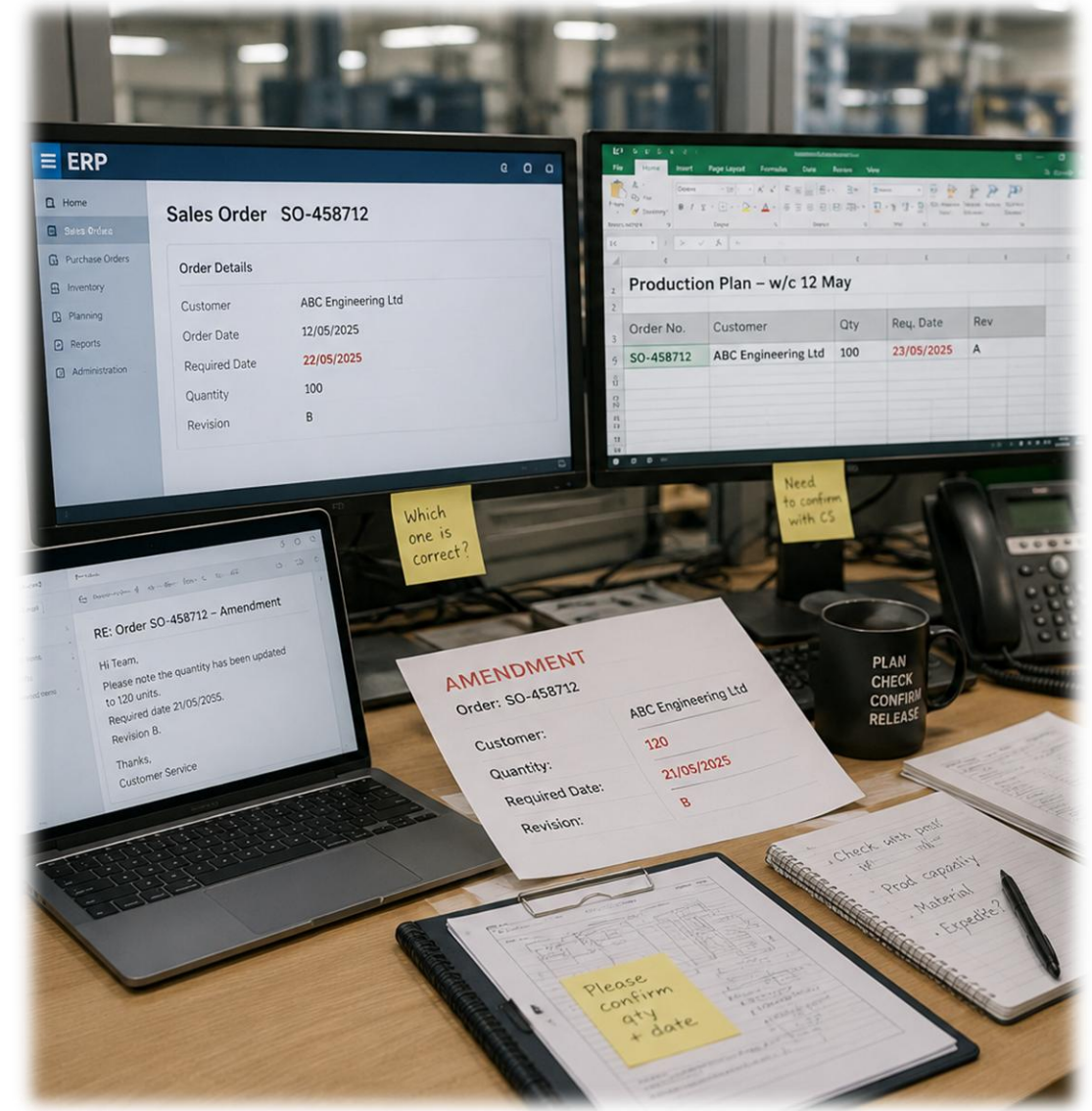
As these gaps emerge, spreadsheets often begin to fill them. **The reliance on excel can be viewed as a warning light that the process lacks a controlled way to capture, store and carry operational information.**

Manual transfer becomes the integration layer between disconnected systems, documents and teams. Spreadsheets become unofficial systems of record because the process cannot reliably maintain one trusted version of the truth.

The work still gets done, but only because people spend time checking, interpreting and reconciling information before it can move forward.

Rekeying is the symptom. Significant spreadsheet dependency is the warning light.

The underlying cause is a process that has lost control of where information lives and how it moves through the operation.



Capture Once. Validate Early. Carry Forward.

**The first step is not necessarily automation.
It is deciding where operational information belongs.**

Many manufacturing businesses store critical information wherever it happens to fit: ERP fields used for the wrong purpose, spreadsheets carrying operational data, email trails holding key decisions and handwritten notes capturing important amendments.

The goal is not to force everything into a single system. **The goal is to give each type of information a proper home.**

If the ERP, MRP or CRM can store and manage the data correctly, put it there. Where the core system cannot support the process properly, the answer may not be another spreadsheet. It is a controlled data layer where information can be captured, structured, validated and managed consistently.

From there, orchestration, digital workers and AI can help move information through the operation, routing work, validating inputs and carrying trusted information forward without repeated manual recreation.

This is where OAS helps. We work with manufacturers to reveal where data currently lives, decide where it ought to live, and build the controlled flow that allows one current truth to move through the operation with greater visibility, ownership and control.



Bring Out Your Data Debt

Most manufacturers already know where some of the friction exists.

They know which spreadsheets everyone relies on. They know where information is repeatedly re-entered. They know which workarounds keep the process moving and which handoffs create delays, confusion or rework.

The challenge is turning those observations into a controlled operational model. OAS starts by exposing how work really moves through the business. We identify where information enters the process, where it is recreated, where it is stored outside the intended flow, and where people have become the integration layer between systems.

From there, we help manufacturers decide where information should live, create controlled data ownership, digitise the gaps between systems, and design a flow that carries one current truth through the operation. Automation, Digital Workers and AI are then applied where they remove repeatable effort, improve control and reduce dependency. This of course reduces cost, reduces defects, and improves lead time.

The goal is not a large expensive transformation programme.
The goal is to prove a better way of working through one high-value flow, then scale what works.





Let's discuss where your operational data is creating friction today.

OAS can work with you to identify your highest-issue processes and transform them, reducing cost and eliminating defects.

Get In Touch

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