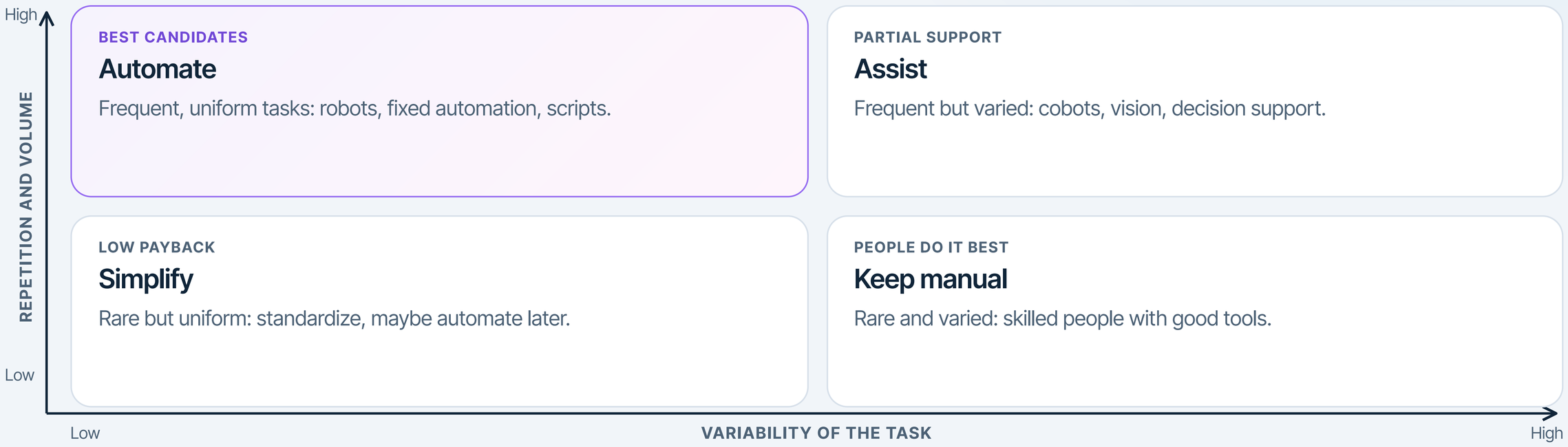
DIGITAL OPERATIONS

Automation Opportunity Matrix

An automation opportunity matrix rates tasks by how repetitive and how variable they are, then checks risk and value, to show where automation pays and where it does not.

01 THE CORE MODEL

PRIORITIZATION QUADRANT · REPETITION VS VARIABILITY



Repetition

How often and how identically the task occurs.

Variability

Differences in parts, inputs or decisions from one cycle to the next.

Risk and value

Gate each candidate on safety, quality risk and business value.

02 BEFORE YOU AUTOMATE

Automate a stable, standardized process, never a broken one.

AUTOMATE NOW — FIX FIRST

AUTOMATING TOO EARLY

- Variation breaks the automation
- Waste is built into hardware
- Costly to change later

FIX, THEN AUTOMATE

+ Standard work defines the task
+ Variation reduced at the source
+ Smaller, cheaper automation

03 WORKED EXAMPLE

END-OF-LINE PACKAGING · SCORING TWO CANDIDATES

TASK
Case packing
high volume, few formats
→ QUADRANT **Automate** top-left

TASK
Rework sorting
rare, highly variable
→ QUADRANT **Keep manual** and fix the defect causes

04 MANAGEMENT TAKEAWAYS

01
Score tasks, not jobs
Rate repetition and variability for each task, not for whole roles.

02
Standardize first
Less variability can move a task into the automate quadrant.

03
Count total cost
Include changeovers, maintenance and skills, not only purchase price.

05 COMMON MISTAKE

LIMITATION
Automating the waste
Automating an unnecessary step makes it faster and permanent. Remove the waste first.