

USER GUIDE

Flowstate Atlas

User Guide

Everything you need to get value from Flowstate Atlas, from your first process map to a costed, factory-wide improvement plan. Start with the Quick start; dip into the reference sections whenever you need them.

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GETTING STARTED

Quick start

01

From a blank account to your first costed improvement plan. If you only read one section, read this one.

Welcome to **Flowstate Atlas**. This guide takes you from a blank account to your first costed improvement plan. If you only read one section, read this one.

Flowstate Atlas does one job well: it turns what you already know about your factory floor into a clear, ranked list of where you are losing time and money — and what to do about it. You answer a structured walkthrough about each process; the system does the industrial-engineering maths and, when you want it, adds an AI layer of judgement on top.

It's built for factory owners, plant managers and improvement engineers — no data-science skills needed. Plan on roughly **45 minutes to an hour** to map a process; the analysis follows straight away. In short: **the free plan shows you where your problems are; Pro puts a Rand figure on them and tells you what to fix first.**

THE GOLDEN RULE

The system is only as good as what you tell it. A rough, honest answer beats a precise guess. Where you are unsure, say so in the notes — the system tracks its own confidence and tells you when more data would sharpen a finding.

The fastest path to your first result

- 01 Map your first process.** Go to **Process Mapping → New Process** and work through the 14 short sections. Treat it like a guided interview: there are no wrong answers, and even a partial map produces results.
- 02 Read its AI analysis.** Open **AI Line Analysis** for that process to see its bottleneck, the likely root causes, and a costed list of actions ranked biggest-return-first.
- 03 Act on the top improvement.** Take the highest-value action it surfaced and make the change on the floor.
- 04 See the change.** Come back and update the map (or log a **Tracking** reading), then open the process's **History & comparison** to confirm the improvement actually moved the dial — before versus after, in Rand.
- 05 Scale up.** Map a few more processes, then open **AI Factory Analysis** and **Improvement Impact** to see the whole factory ranked by opportunity and watch its cost fall as changes land.

Two optional setup steps

Two optional setup steps sharpen everything and take only a few minutes: set your **Cost basis** (Account → Cost basis) so findings show in Rand rather than percentages, and take the **Factory Diagnostic** (Account → Diagnostic) so the analysis speaks to your kind of operation. Do them whenever you like — mapping works without them.

THE CORE IDEA

How Flowstate Atlas thinks

Understand this one idea and everything else in the app makes sense.

Flowstate Atlas is built on a **deterministic spine with an AI layer on top**. In plain terms:

THE SPINE · DETERMINISTIC

Ordinary industrial-engineering maths. Enter cycle times, work-in-progress and resources, and the system calculates hard numbers — process cycle efficiency, throughput, bottleneck severity, cost of waste — using fixed, auditable formulas. These numbers are the same every time and don't depend on AI.

THE AI LAYER · INTERPRETATION

Sits above the spine. It reads *only* those calculated numbers and writes the explanation: what the pattern means, the likely root cause, the most sensible next move. Crucially, **the AI never invents numbers** — every figure traces back to a calculation from your inputs.

This is why the analysis can be trusted: it is not a chatbot guessing about your factory. It is **your data, run through real engineering logic**, with AI used only to interpret and prioritise — the judgement layer, not the number layer.

LIMITS, NOT AVERAGES

Flowstate Atlas will tell you “PCE ranges 4–61%, median 19%” rather than a meaningless “average 22%”. Averaging a fast line with a slow one hides the very constraint you are trying to find, so the system always points you at the extremes that matter.

DATA FLOWS ONE WAY

YOUR MAPS



PER-PROCESS MATHS



CROSS-PROCESS LINKS



FACTORY ROLL-UP



ONE DIAGNOSIS

THE WORKSPACE

Finding your way around

Everything lives in the left sidebar — here's what each item does.

Items marked **PRO** or **MAX** need that paid plan; you can open them on the free plan to see what they do, but you'll be prompted to upgrade to run them.

SIDEBAR ITEM	WHAT IT'S FOR
System Overview	The home list of every process you've mapped, with completion and health at a glance.
Product Lines	Group processes into the production lines they belong to, so analysis can reason line-by-line.
Process Mapping	Create and edit process maps — the 14-section walkthrough. This is where your data comes from.
AI Line Analysis PRO	The diagnostic engine for a single line: bottlenecks, root causes, and a prioritised action plan.
AI Factory Analysis MAX	One factory-wide diagnosis built from every mapped process.
Factory loss MAX	Where your money is leaking, broken down by type of loss across the whole factory.
Improvement Impact MAX	A dashboard of total opportunity in Rands, biggest movers and trends over time.
Tracking MAX	Log readings per shift/day/week and watch each process trend on a live chart.
Account	Profile, organisation, billing, cost basis, the factory diagnostic, security — and this guide.

You don't have to use them in order, but the natural rhythm is: **map** in Process Mapping → **understand** in the AI analyses → **act and monitor** in Improvement Impact and Tracking.

YOUR MENU MAY LOOK DIFFERENT — BY DESIGN

Flowstate Atlas is built from modules, and accounts can be configured to show only what they use. If you have a Custom Builds agreement, you may also see items no other factory has (under a **Custom** heading). If something you expect is missing, see *Plans & billing* → *Custom Builds*, or contact support.

WHERE YOUR VALUE COMES FROM

Process Mapping

04

A structured interview about one process. Everything the system later tells you is built from these answers.

A process map is a structured interview about one process — a single machine, cell, station or operation. The good news is that it asks for what you already know from the floor, not data you have to go and create.

To start: **Process Mapping → New Process**, give it a name, and step through the sections. Progress saves automatically, so you can walk the floor, fill in what you see, and come back later.

TIP · KEEP NOTES AS YOU GO

The **Notes** button, at the top of any process, opens a private scratchpad. Jot a thought in a second and tag it to the section it belongs to so you can jump straight there later. Your notes follow you across all 14 sections, so nothing gets lost between the floor and the form.

The three kinds of answer

Almost every question is one of three types — knowing which is which makes the walkthrough quick.

THINGS YOU TICK

Observations. Simple checklists: “operator waits for material”, “a large queue sits before this process”. You’re recording what actually happens, even occasionally. Tick it if you’ve seen it.

THINGS YOU MEASURE

A few numbers, mainly cycle times. No stopwatch study — time one typical cycle about ten times. If every job differs, use the **Cycle Log** and the system handles the variation.

THINGS YOU DESCRIBE

A sentence or two in your own words: what the process does, how inputs become outputs, anything odd. These notes are read by the AI, so they’re worth a line.

How to answer well

- **Describe reality, not the ideal.** Enter how the process behaves on a normal day — including the bad days — not how the standard says it should run. The whole point is to find the gap between the two.
- **Be honest about variation.** If a cycle is “usually 40 seconds but 90 when the material is off”, say so. Don’t quote your best-ever time; variability is often where the money is, and the system is built to find it.
- **An approximate answer beats a blank.** A rough figure you’re 70% sure of is far more useful than nothing. Where you’re unsure, note it — the analysis tracks its own confidence and will tell you which answers, if sharpened, would most improve the result.
- **Tick the workarounds.** The informal fixes operators invent to keep things moving are the single most revealing input. They mark exactly where the official process is failing.
- **Map your problem processes first.** You don’t need to map the whole factory to get value. Start with the two or three you already suspect, and the analysis can begin working.

REMEMBER

You’re not grading yourself — you’re recording what actually happens on the floor. The more honestly you describe reality, the sharper every number that follows.

THE WALKTHROUGH

The 14 sections

What each section of the walkthrough captures. Work through them in order — even a partial map produces results.

01 Process Definition

Name, location, purpose, inputs, outputs and the steps immediately up- and downstream. Sets the boundaries.

02 Resources & Capacity

The machines, operators and equipment, and how they're configured. Establishes what the process can do.

03 Activity Structure

Steps tagged value-adding, necessary-non-value, or pure waste. The backbone of the efficiency maths.

04 Cycle Time & Throughput PRO

Your measured cycle times; the system calculates real throughput. The engine of most downstream numbers.

05 Material Flow

How material enters, moves through and leaves. Reveals transport waste and layout problems.

06 Work Accumulation (WIP)

Queue levels before, inside and after the process. High WIP is trapped cash and a classic bottleneck symptom.

07 Operational Signals

Observable waiting, searching, handling and rework: the everyday friction operators see but rarely log.

08 Flow Stability

How much cycle times vary and how often the rhythm breaks. Instability often costs more than slowness.

09 Informal Work & Workarounds

The adaptations not in the official method. The clearest signal of where the process is failing.

10 Constraint Signals

Queue, resource-loading and starvation signs that this process limits the whole system's output.

11 Production Control

How orders are released, scheduled and adjusted. Explains why flow behaves as it does.

12 Information Flow

How instructions and signals actually move. Information delays cause as much waiting as material ones.

13 Performance Signals

Throughput, utilisation and output consistency: the observable outcomes the analysis cross-checks against.

14 Improvement Opportunities

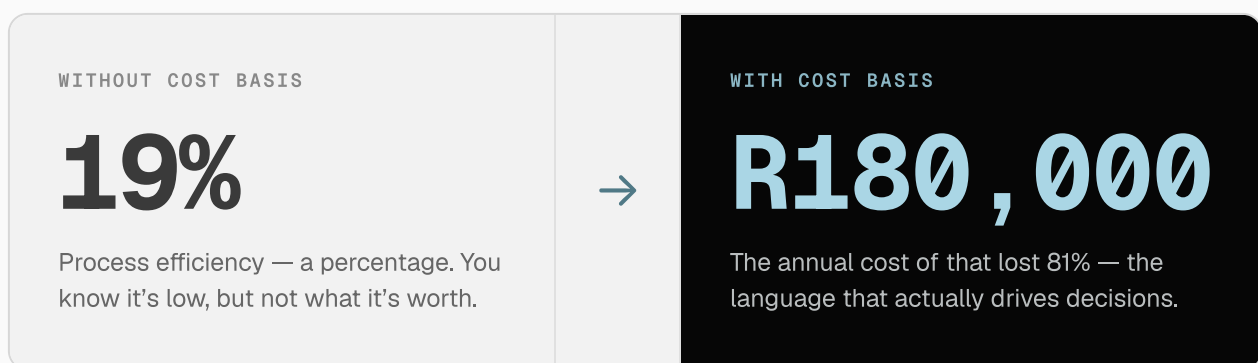
Your own findings from walking the process. These feed straight into the AI's recommendations.

THE FIVE-MINUTE MULTIPLIER **PRO**

Cost basis

Turning findings into Rands — the single most valuable five minutes you'll spend in the app.

Account → Cost basis is where you enter your factory's money inputs: labour rates, machine running costs, material costs and similar. Without it, the system can still tell you a process is 19% efficient — but it can't put a Rand figure on the loss.



WHY IT MATTERS

Every Rand figure, every ROI estimate and the entire Improvement Impact dashboard is computed from these rates. Set it once, keep it roughly current, and the whole platform starts speaking in money.

You can begin mapping before you do this; your findings simply stay non-monetary until the cost basis is filled in, at which point they're costed retroactively.

THE PAYOFF

What the AI analysis gives you

An hour describing a process buys you the kind of report a consultant would charge weeks for.

This is where the walkthrough pays off. In return for that hour you get a report built from your real numbers — it costs a few Rand of credit and it's ready in a couple of minutes.

Every conclusion is built on the deterministic engineering maths first, with AI used only to interpret, prioritise and explain. The result reads like a diagnosis, because that's what it is.

What's inside the report

A full run works through your process the way an experienced operations engineer would, and hands you, in plain language:

WHERE **Where you're losing output.** It pinpoints the **bottleneck** — the one process holding back everything else — with the value and waste at each step laid out so nothing hides behind an average.

WHY **Why it's happening.** A **root-cause** trace that connects the symptom — a queue, a stoppage, a quality problem — back to its actual driver, instead of leaving you guessing.

WHAT **What to do about it.** A **prioritised, costed action plan**: the specific moves to make, biggest return first, each with the Rand value of fixing it. No vague “reduce waste” advice.

ORDER **In what order.** A **roadmap** that sequences the actions into a sensible plan of attack, plus **warnings** where fixing one process will simply shift the problem to another.

BRIEF **A briefing for the people who sign off.** An **executive summary** a managing director can read in two minutes and act on.

The full set of lanes

The headline is only the top of the report. A per-line run produces a complete operational picture — each lane there to open when you want the depth.

01 Constraint & OEE

The true bottleneck with a 0–100 constraint score and an OEE reading, then Theory-of-Constraints guidance — exploit, subordinate or elevate — plus the throughput at risk.

02 Value & waste

Process cycle efficiency for every step and a full 8-axis waste fingerprint (the DOWNTIME wastes), ranked as a Pareto so the dominant waste is obvious.

03 Material flow

Whether each process is push or pull, where handling and re-handling waste sits, and the single highest WIP accumulation point in the line.

04 Information flow

How instructions and signals actually travel, classifying each step push / pull / hybrid and flagging the gaps where no instruction method exists.

05 Decision flow

How much runs on the formal system versus operator discretion — which tells you how fragile the line is to losing a key person.

06 Standard-work conformance

The gap between the documented method and what really happens on the floor, scored — so you see where the SOP has quietly stopped being followed.

07 Variability propagation

A queueing-network map of how variability moves down the line, marking which processes amplify the wobble and which absorb it.

08 Operational maturity

A 0–5 score across Flow, Information, Control, Improvement and People, with the concrete next step that would move each up a level.

THE CALCULATIONS UNDERNEATH

None of this is guesswork dressed up as insight. The engine runs established industrial-engineering maths — process cycle efficiency and the eight wastes (lean), OEE and the Theory of Constraints (Goldratt), and Factory-Physics queueing for cycle-time variability and its propagation (Hopp & Spearman). The AI's job is only to read those numbers and explain them — computed, repeatable, and traceable to the method that produced them.

Three scopes — process, line, factory

The same engine points at three levels of your operation. Pick the scope that matches the question you're asking.

SCOPE 01 Per process

A focused diagnosis of a single mapped process, opened from that process's own **Analysis**: its efficiency and cost of current state, a root-cause trace of its biggest loss, and a short, costed ROI review. The fastest way to interrogate one area the moment its map is done — runs on a small amount of AI credit.

SCOPE 02 Per line — AI Line Analysis PRO

The deep dive across a whole production line, reasoning about its processes *together*: how the constraint, the wastes, and the material and information flow interact end to end. This is the full report and every lane. Use it to understand and fix a specific area.

SCOPE 03 Factory-wide — AI Factory Analysis MAX

One diagnosis of your entire operation, built from every mapped process: its overall character, where the system-wide constraint sits, how losses spread from process to process, and the few moves that matter most. Use it to decide where to point your effort before you spend a cent fixing anything.

WHY YOU CAN TRUST IT

The AI never invents numbers — every figure traces back to a calculation from your maps, and most link directly to the section they came from. Each run also tells you how **confident** it is: low confidence isn't a fault, it's an honest pointer to the one or two answers that, if sharpened, would most improve the result.

RUNNING ONE

Open the page and start the analysis. It uses a small amount of AI credit; a failed run is never charged, and the result is stored so you can revisit it without paying again.

IT REMEMBERS, AND IT PRINTS

Every diagnosis is kept, with a short history and a plain-English “what changed since last time”. A one-click **board brief** turns it into a clean, letterheaded one-pager to print or save as a PDF.

WHAT A RESULT LOOKS LIKE

A worked example

The kind of result a single mapped process produces.



Say you map your **hot-press line**. You time ten cycles, tag each activity as value-adding or not, tick that the operator waits for the press to finish and that parts are inspected twice, and record the queue building in front of it. Fifteen minutes of honest answers. The analysis comes back:

CYCLE EFFICIENCY	COST OF CURRENT STATE	RECOVERABLE
12%	~R240 , 000 /yr	~R40 , 000 /yr

CONSTRAINT	This is your constraint — the tightest capacity on the line, a queue always in front of it, everything downstream waiting on it.
WHERE	Most of the cycle is waiting and double-handling, not pressing. The R240,000 is lost output at the constraint plus the labour burned on the second inspection.
TOP ACTION	Move the gauge to the press bench and standardise the load/unload so the operator isn't idle while the machine runs — recoverable value ≈ R40,000/year, low effort, no capital.

THE EXECUTIVE LINE

“The hot press is the factory constraint at 12% efficiency; one standard-work change recovers about R40,000 a year with no spend.”

That's one process. Map the line and the factory view stacks up every opportunity like this, biggest first — then watches the total fall as you act on them.

Figures here are illustrative. Every number in your own analysis comes entirely from what you enter — nothing is invented.

Seeing the money, and proving the gains



Three dashboards turn the analysis into something you can put in front of a board — and track over time.

Factory loss — where the money is leaking

The full cost of your current state, broken down lane by lane so you can see exactly what kind of problem you have.

LOST CAPACITY	Output — and revenue — you can’t reach because of the constraint.
NON-VALUE WORK	Labour spent on steps that add nothing to the product.
WIP CARRYING	The annual cost of holding work-in-progress on the floor.
POOR QUALITY	Scrap and rework — material thrown away, plus the throughput those defects cost you at the constraint.
WORKAROUNDS	Extra labour burned on informal fixes and re-handling.
RISK EXPOSURE	Money that isn’t bleeding yet but is one bad day away.

HONEST ABOUT THE HEADLINE

It separates money you’re losing *now* from latent risk, and **recoverable** loss from **structural** loss you can’t remove — so the number you take upstairs is one you can defend.

HOW SOLID IS THIS NUMBER?

A panel ranks which cost figures the headline leans on most and links to where to firm each up. From any lane, start an improvement project in one click — pre-filled with the lane and the Rand at stake.

Improvement Impact — the value you're creating

If Factory loss is the problem, this is the **scoreboard**. It shows the total annual opportunity in Rands, ranks the biggest movers, and lets you attribute savings project by project — so every improvement has a number against its name. Filter by product line to see where value is concentrated, and watch the factory's cost fall as changes actually land.

TOTAL OPPORTUNITY

The whole factory's annual upside, in Rands.

BIGGEST MOVERS

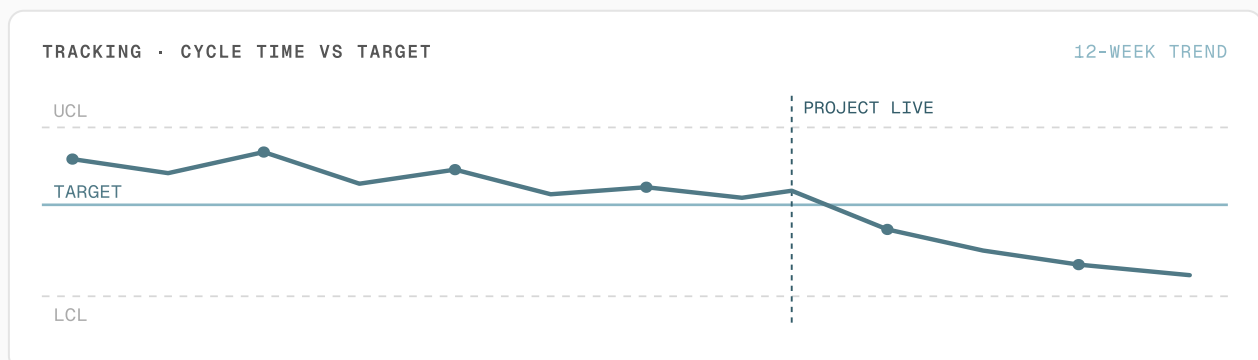
Ranked by the value they release.

SAVINGS BY PROJECT

Every improvement, attributed.

Tracking — proof it stuck MAX

Mapping is a snapshot; Tracking turns it into a film. Log a quick reading per shift, day or week and each process trends on a live chart — against your **target**, with **control limits** and markers where improvement projects went live, so one glance tells you whether a change actually held.



Tracking sorts your processes by attention needed, catches drift early, and builds the history that makes every future analysis sharper. Readings import and export as **CSV**, and the panel is built for a tablet at the line. The signals it raises are classic control-chart rules — not AI guesses — each spelled out in plain words on the metric's page.

TUNE THE APP TO YOUR FLOOR

The Factory Diagnostic

A two-minute, 14-question assessment that tunes the app to your kind of operation.

Account → Diagnostic is a short, 14-question assessment that identifies your factory's **system type** — the underlying character of your operation — and recommends the improvement tools that suit it.



EXAMPLE SYSTEM TYPES

Firefighting**Data-blind****People-dependent**

HOW IT SHAPES THE APP

The AI analyses use your profile to phrase findings in terms that fit your reality rather than generic advice. Your operation changes over time, so retake it whenever things shift — after a big change, a new line, or every few months.

ASK IN PLAIN LANGUAGE

The AI assistant



A built-in assistant you can ask in plain language — about the product, and about your own factory.

The assistant helps in two ways:

ABOUT THE PRODUCT

“How do I add a process?” · “What does PCE mean?” · “How do I upgrade?”

Answers from an up-to-date knowledge base of how the app works, and hands you to the support team when something needs a person.

ABOUT YOUR OWN FACTORY

Open it from an analysis and it explains *your* results: why a process is the bottleneck, what’s driving a cost, which action pays back first. It reads your real, calculated numbers — so the answer is about your operation, not a textbook.

IT NEVER MAKES UP FIGURES

The assistant explains the numbers the engine has already calculated, and its citations link to the exact page where you can check them. Using it draws on your AI credit, and your conversations are saved.

WHEN IT NEEDS A PERSON

For a billing problem or a suspected bug, use the **“Send to support team”** button — or email us.

support@flowstatesystems.co.za

WHAT IT COSTS

Plans & billing

Free shows you where your problems are; Pro puts a Rand figure on them.

FREE · STARTER	PRO	MAX
R0	R499 /mo	R749 /mo
Build up to 1 process map , with the full qualitative walkthrough, map viewing and progress tracking.	or R4,749/year Includes R20 of AI credit each month (R200/year on annual).	or R6,749/year Includes R50 of AI credit each month (R500/year on annual).

What Pro unlocks

- ✓ **Unlimited** product lines and process maps
- ✓ The **Cycle log** (per-job actuals)
- ✓ **AI Line Analysis** — the full diagnostic engine on each line
- ✓ The **Cycle Time & Throughput** calculator (section 4)
- ✓ **Cost inputs** and the factory **Cost basis**
- ✓ Per-process analysis and history

What Max adds

Max is everything in Pro plus the factory-wide view:

- ✓ **Tracking** — readings per shift/day/week on live charts
- ✓ The **Improvement Impact** dashboard
- ✓ The **Factory loss** dashboard
- ✓ **AI Factory Analysis** — one diagnosis of your entire operation

Open any locked feature and you'll see an upgrade screen naming the plan that unlocks it.

Credits & billing actions

AI CREDITS — HOW THEY WORK

PLAN CREDIT

Plan credit (Pro: R20 monthly / R200 annual · Max: R50 monthly / R500 annual) refreshes each billing cycle. Unused plan credit expires at the end of the cycle.

TOP-UP CREDIT

Bought separately — never expires.

WHEN YOU RUN OUT

AI analysis pauses with a prompt to top up; topping up adds credit immediately.

FAILED RUNS

A failed AI run is never charged.

BILLING ACTIONS · ACCOUNT → BILLING

UPGRADE

Choose a plan (Pro or Max, Monthly or Annual) and pay by card via Paystack. Your plan and credit are active within seconds.

BUY MORE CREDITS

R50 / R100 / R250 or a custom amount (minimum R20).

SWITCH PLAN

Switching (interval or tier, including Pro → Max) cancels the current plan and starts the new one immediately. You forfeit leftover *plan* credit and receive the new grant; purchased *top-up* credit is always kept.

MANAGE / CANCEL

Opens Paystack to update your card or cancel. After cancelling you keep your plan until the end of the period you've already paid for, then revert to Free. No automatic refund for the unused part.

IS IT WORTH IT?

Do the arithmetic on your own floor. Pro is R499 a month. If it surfaces a single genuine fix worth even **R40,000 a year** — and most factories have several waiting — it has paid for itself many times over in the first month. The free plan is a real trial: map up to 1 process and see the problems for yourself. When you want them costed in Rand and ranked by return, upgrade in **Account → Billing → Upgrade**.

Custom Builds

Flowstate Atlas shaped to your factory.

No two factories run the same system, so Flowstate Atlas doesn't have to look the same for everyone. Beyond the standard plans, a Flowstate engineer can build what your operation needs directly into your account: job tracking, downtime capture, planning boards, quality capture, automated customer reports, integrations with your other systems. Fixed price agreed in a written brief before any work starts. Builds start from **R3,000**; most run **R5,000 to R45,000** by scope. A standalone app like these costs six figures from an agency; on Flowstate Atlas you pay only for the new slice, because the platform underneath already exists.

FREE 30-MIN CALL



SCOPING · R1,500



BUILD BRIEF · 5 DAYS



LIVE · CUSTOM CARE R350/MO

How a build works. The scoping consultation is **R1,500**, credited in full toward the build. Within five working days you receive a Build Brief covering what will be built, mock screens, a fixed price, a timeline and written acceptance criteria. You watch it take shape on your own account and refine it with the engineer until it meets the criteria (two refinement rounds per milestone included; a round is one consolidated list of changes, implemented and re-reviewed together). Once live, it is maintained under **Custom Care** at R350/month per custom module for as long as you subscribe.

If a simple setting or module switch solves your problem, we'll tell you and sort it free. Video consultations anywhere in South Africa; on-site work in Durban and Johannesburg. Start at flowstatesystems.co.za or contact support@flowstatesystems.co.za.

SIGN-IN & DATA

Your account & security

Signing in, your session, and what happens to your factory data.

SIGNING IN & SESSIONS

- **Signing up** needs your name, company, email and a password of at least 8 characters with an uppercase letter and a number.
- You **stay signed in** between visits — a normal, secure persistent session. Sign out from the top-right or sidebar to end it, especially on a shared computer.
- **Change your password** at Account → Security. We **cannot see or recover** your password — if you forget it, use the password-reset link on the sign-in page.
- **Profile** holds your name and your AI analysis preference; **Organisation** holds the company linked to your maps.

YOUR FACTORY DATA IS YOURS

It's stored securely, used only to produce your own analysis, and never sold or shared. See the Privacy Policy (Account → Legal) for the detail.

THE VOCABULARY

Glossary of key terms

13

PCE — Process Cycle Efficiency

The share of total time that is genuinely adding value. Low PCE means most of the time is spent waiting, moving or reworking — the single most telling efficiency number.

Cycle time

How long one unit takes to get through a process, start to finish.

Throughput

The rate of output: units per hour, shift or day. The system separates *theoretical* throughput (what the setup allows) from *realised* (what actually happens).

Takt time

The pace of customer demand: how fast you must produce to keep up. Comparing cycle time to takt shows whether a process can meet demand.

WIP — Work-in-Progress

Partly-finished units sitting in queues. WIP is cash frozen on the floor and a leading symptom of a bottleneck upstream.

Constraint / bottleneck

The process that limits the throughput of the whole system. Improving anything *other* than the constraint rarely increases output — which is why the app works so hard to find it.

CV — Coefficient of Variation

A measure of how much cycle times wobble. High CV means an unstable process, which is often costlier than a slow but steady one.

Utilisation

How much of available time a resource is actually working.

Waste fingerprint

A profile scoring a process across the classic waste types (waiting, transport, motion, over-processing, defects/rework, inventory and so on), showing which waste dominates.

Value-adding / non-value work

Activities the customer would pay for versus those they wouldn't. Necessary-non-value work (like required inspection) is a middle category to reduce, not eliminate.

COPQ — Cost of Poor Quality

The money lost to defects, scrap and rework.

WHEN SOMETHING'S OFF

Troubleshooting & FAQ

Q “I paid but I’m still on Free.”

Activation happens right after payment. If it hasn’t updated within a minute, refresh the Billing page. If it’s still wrong, send a support report and the team will fix it.

Q “I cancelled but it still shows Pro.”

That’s expected. Cancelling stops the next renewal; you keep Pro until the end of the period you’ve already paid for.

Q “Manage does nothing or errors.”

It opens Paystack’s management page. If it errors, send a support report.

Q “A page won’t load or shows an error.”

Refresh once. If it persists, send a report describing what you clicked so it can be traced.

Q “My figures aren’t in Rands.”

Fill in **Account** → **Cost basis** — that’s what converts findings into money.

Q “The analysis says low confidence.”

That’s an honest signal, not a fault. Complete more of the relevant map sections (especially cycle time, WIP and activity structure) and re-run.

Q “Why don’t I see an average score?”

By design — Flowstate Atlas reports ranges and counts, not averages, because averaging hides the constraint you need to find.

Still stuck? Use the assistant’s **“Send to support team”** button, or email support@flowstatesystems.co.za.



Manufacturing Intelligence. Built on the Factory Floor.

support@flowstatesystems.co.za · www.flowstatesystems.co.za ·
app.flowstatesystems.co.za