



D1.8 Formal operating rules in use cases

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| Project ref. no. | H2020-NMBP-FOF-2018 N° 820807 |
| Project title | Safe and effective human-robot cooperation towards a better competitiveness on current automation lack manufacturing processes. |
| Project duration | 1 st November 2018 – 31 st October 2022 (42 months) |
| Website | www.sharework-project.eu |
| Related WP/Task | WP1 / T1.6 |
| Dissemination level | CONFIDENTIAL |
| Document due date | 30/04/2020 (M18) |
| Actual delivery date | 28/04/2020 |
| Deliverable leader | STRANE |
| Document status | Released |



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 820807

Revision History

| Version | Date | Author | Document history/approvals |
|---------|------------|--------------------------------------------------------|----------------------------|
| 0.1 | 25/04/2020 | Célestin BRETON Tiffany MORISSEAU (STRANE) | First draft |
| 0.2 | 27/04/2020 | Spyros KOUKAS (INTRA) Dionisis ANDRONAS (LMS) | Reviewers' version |
| 0.3 | 28/04/2020 | Célestin BRETON Tiffany MORISSEAU (STRANE) | Final version |

Executive Summary

The purpose of this report is to give a snapshot of the operational rules likely to affect the integration of a technological innovation within each of the SHAREWORK use-cases. This is in turn closely related to the existence of an innovation mindset – that is, the ability for a company to implement and integrate innovations within its organisation. This report thus presents a synthesis of the use-cases' operational and organisational rules, based on interviews with the management of each use-case, and on the documentation provided by these organisations.

On top of this synthesis, we conceived and conducted an empirical comparative study over the use-cases. We chose to focus on the organisational dimensions of these models and to build our own barometer to measure and identify the most relevant operational rules. To do so, we built on the literature on Job Quality and Work Engagement. According to this literature, the way operational and organisational rules are framed substantively impacts on the capacity of an organisation to integrate innovation, and this impact is mediated by the level of Work Engagement.

Job Quality models enabled us to identify and select useful and well-defined dimensions to classify the operational rules and to conduct a relevant analysis in the SHAREWORK context. We then matched each use-case against theoretical work organisations models, which allowed us to identify patterns, leverages and contingency factors influencing innovation integration in each case. On this basis, we provide practical recommendations regarding operational rules, through both strategic and proactive approaches, with the aim to develop work engagement, and eventually the capacity to integrate an innovation.