STIQ –
Italian Chamber of Commerce in Canada

Canada-Italy Business Forum on Artificial Intelligence
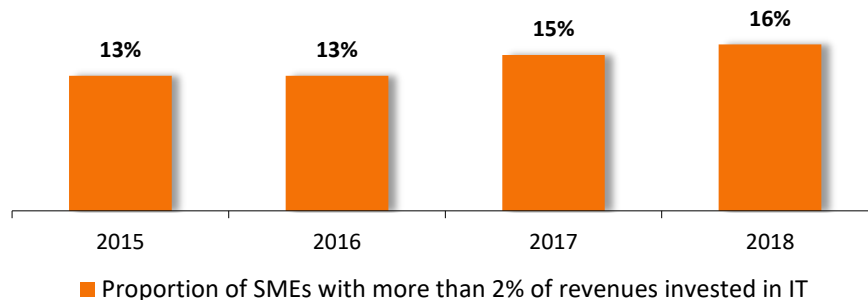
Richard Blanchet, President
Montreal, September 17, 2019

STIQ
MAILLAGE INDUSTRIEL

STIQ Overview

- Association of Quebec-based manufacturers
- Mission: improve the competitiveness of manufacturing supply chains
- Membership: 380 companies in various industries, most are manufacturers
- Services:
    1. Find new suppliers, partners or clients:
        - Supplier searches
        - Business opportunities
        - Networking events

    2. Improve their competitive edge:
        - Podium Transport
        - DiagnoSTIQ
        - Industrial training sessions
        - Plant visits

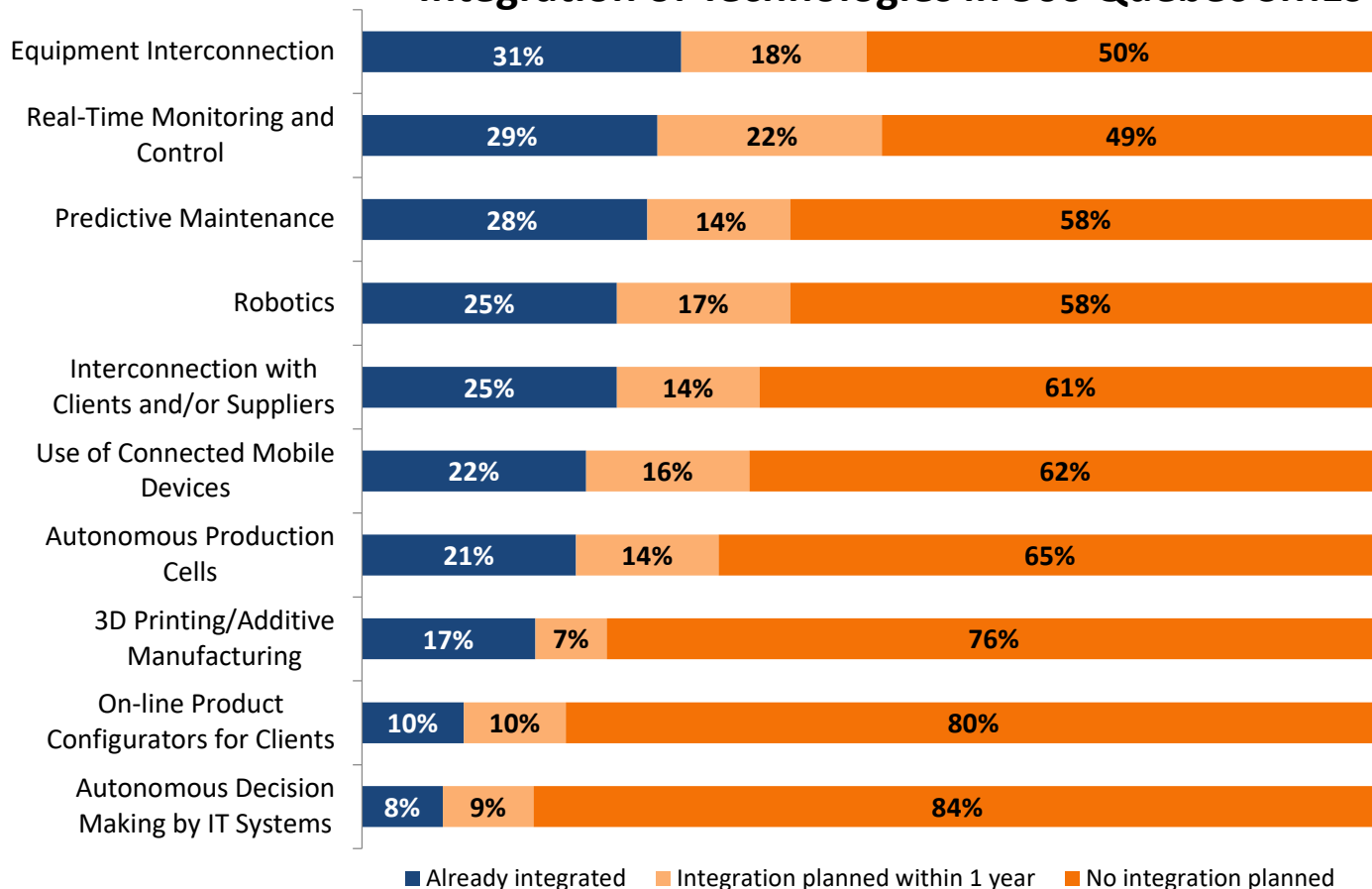# STIQ's Québec Industrial Barometer – 10th edition

IT Investments in 500 Québec SMEs

Those who invest more heavily in IT show better performance in:
- Client diversification
- Exportation
- Innovation

Integration of Technologies in 500 Québec SMEs

Technology	Already integrated	Integration planned within 1 year	No integration planned
Equipment Interconnection	31%	18%	50%
Real-Time Monitoring and Control	29%	22%	49%
Predictive Maintenance	28%	14%	58%
Robotics	25%	17%	58%
Interconnection with Clients and/or Suppliers	25%	14%	61%
Use of Connected Mobile Devices	22%	16%	62%
Autonomous Production Cells	21%	14%	65%
3D Printing/Additive Manufacturing	17%	7%	76%
On-line Product Configurators for Clients	10%	10%	80%
Autonomous Decision Making by IT Systems	8%	9%	84%

■ Already integrated ■ Integration planned within 1 year ■ No integration planned

4

Integration of Digital Technologies by Manufacturers: Benefits

- Cost reduction
- Improvement of information flow, precision and speed
- Improvement in product traceability
- Reduction of repetitive or non value-added tasks
- Reduction of lead time and stocks
- Reduction of human errors + quality improvement
- Improvement in communication with clients
- Ability to create and manufacture new products
- Better attraction and retention of employees

Integration of Digital Technologies by Manufacturers: Obstacles

- Human resources shortages (operations vs projects)
- Lack of strategic and project planning
- Lack of information concerning new technologies
- Cost of development, especially for smaller companies
- Difficulty to calculate ROI
- Difficulty to forecast demand from clients
- Bad experience with earlier IT projects
- Exchange rate of CAN $ vs other currencies

Integration of Digital Technologies by Manufacturers: Recommendations

- Elaborate a strategic plan

- Plan for the integration of digital technologies

- Start with smaller projects, learn from your errors

- Assess internal skills and complement them with external skills

- Plan your project and execute it methodically

- Do not forget security, recovery and updatability aspects

- Involve all users from the beginning

- Do not underestimate human factors

- Do not wait for the perfect time, it will not come!

STIQ

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