

Factory floor processes:

what's slipping through the cracks?

As Britain's factories work to improve operations, upskill workers and increase sustainability, there is one common barrier to change that is often overlooked—communication.

We asked 250 leaders and workers why.

They told us.

Now, we're sharing our exclusive findings.

Productivity and profit

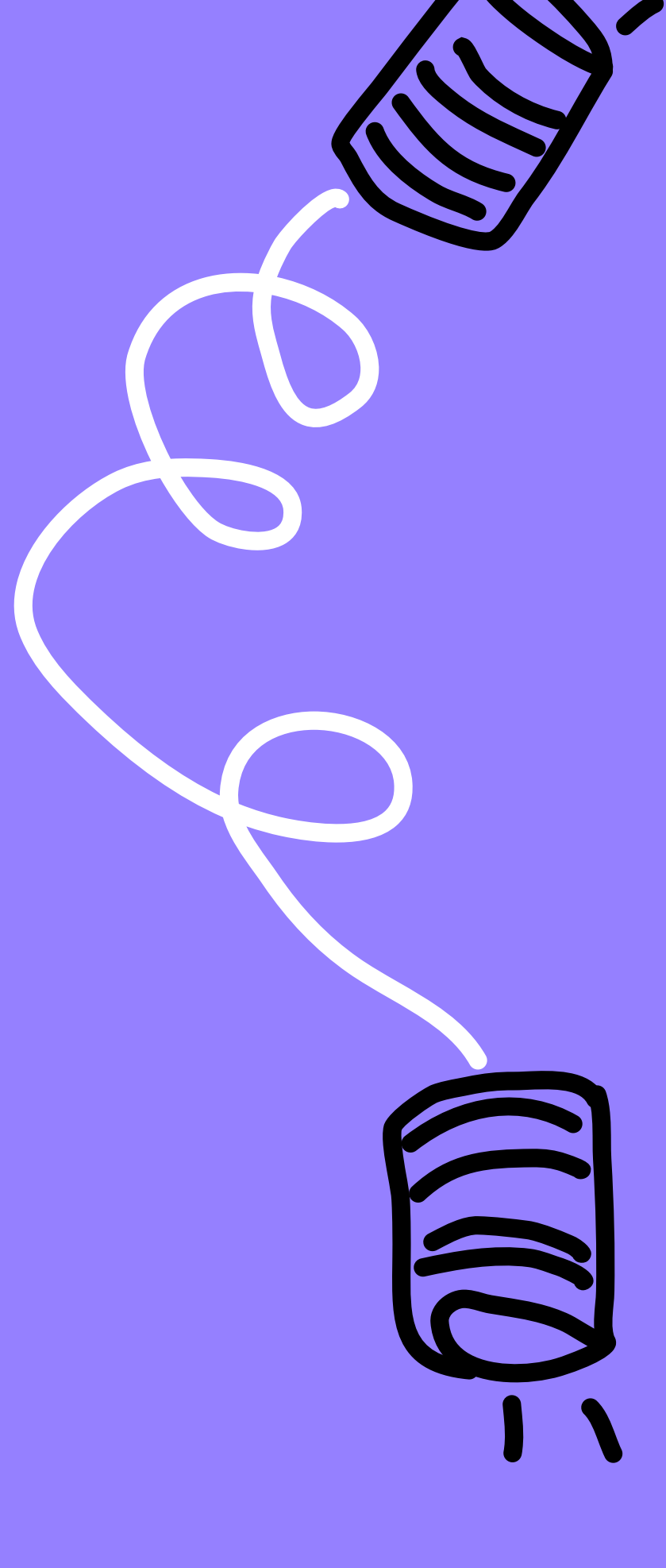
From the C-suite to the factory floor, operational efficiency is a priority. But a lack of communication is creating inefficiencies that are more than just a productivity drain—they're a direct threat to competitiveness and long-term success.

But what's causing them?



76%

of the C-suite say they understand the real challenges faced by workers on the factory floor. **65% of factory workers disagree.**



38%

of factory workers cite communication as the biggest barrier.

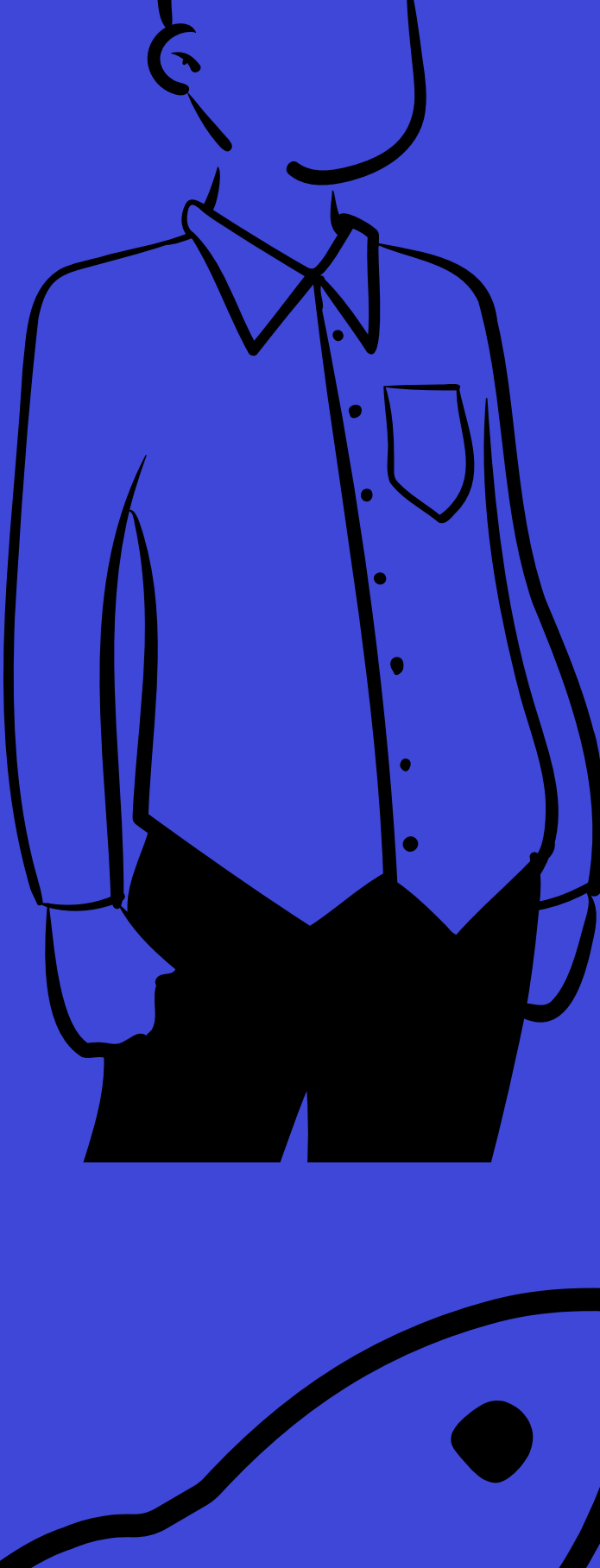
69%

of the C-suite believe fixing inefficiencies would boost productivity, but their disconnect from factory workers suggests they may be looking in the wrong places.

Expertise and talent retention

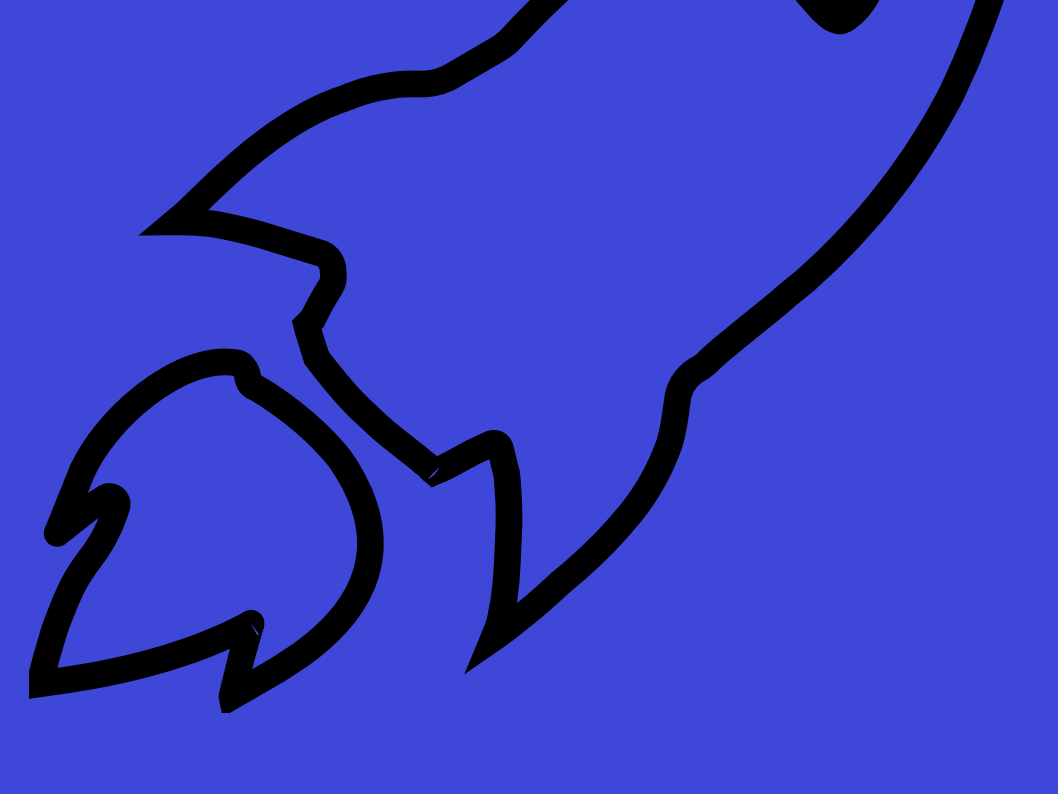
Factories are full of hard-working people keen to expand their knowledge and learn new skills. Yet, a lack of career progression and training is stunting employee productivity, putting long-term business growth at risk.

But why is this happening?



67%

of the C-suite think their workforce is skilled enough to meet the primary business objectives. **But 62% of factory workers say leadership doesn't understand their skill gaps and career challenges.**



71%

of the C-suite check in with their employees about career growth once a month or less.



Workers are divided on what would give them the support they need:

- 24% say more training
- 24% say better equipment
- 22% say more team members
- 17% don't know

ESG ambitions and sustainability goals

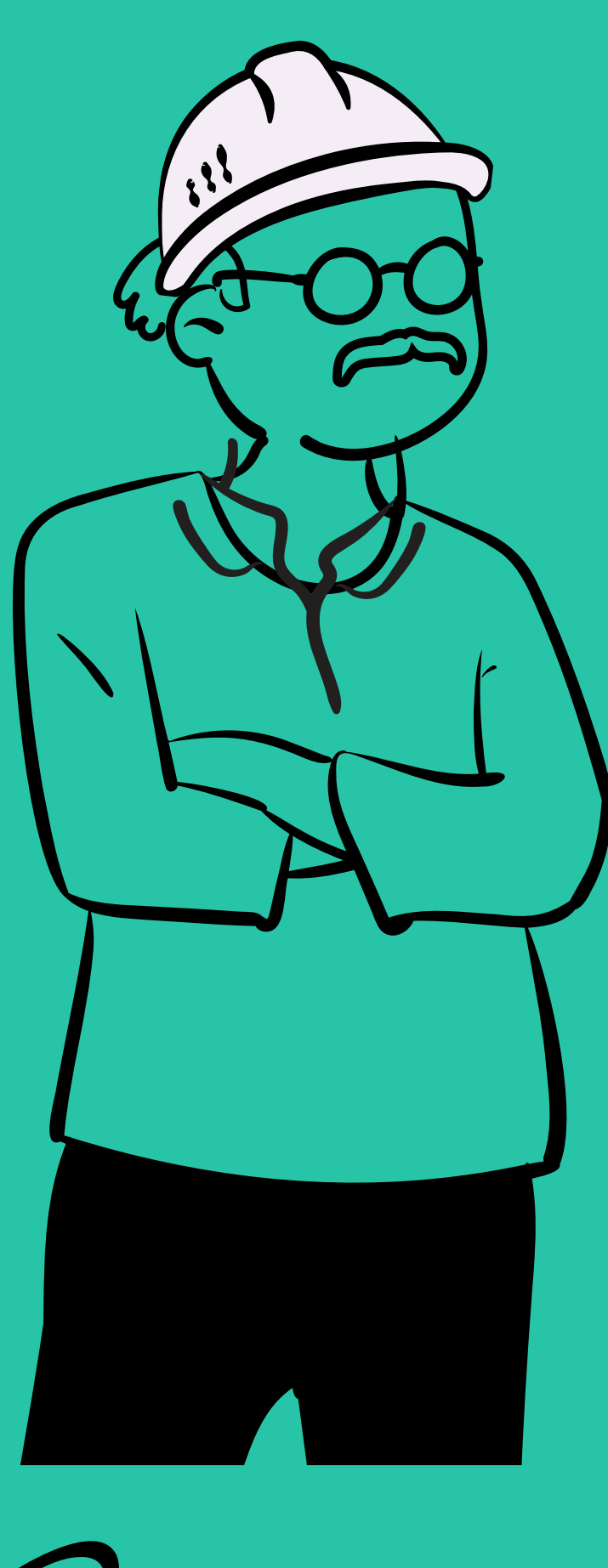
Across the UK, factories want to reduce their impact on the environment. Factory workers and the C-suite share the same ambition but, without clear strategies, the pressure to implement sustainable practices is driving up costs and making these goals seem unachievable.

But what's causing them?



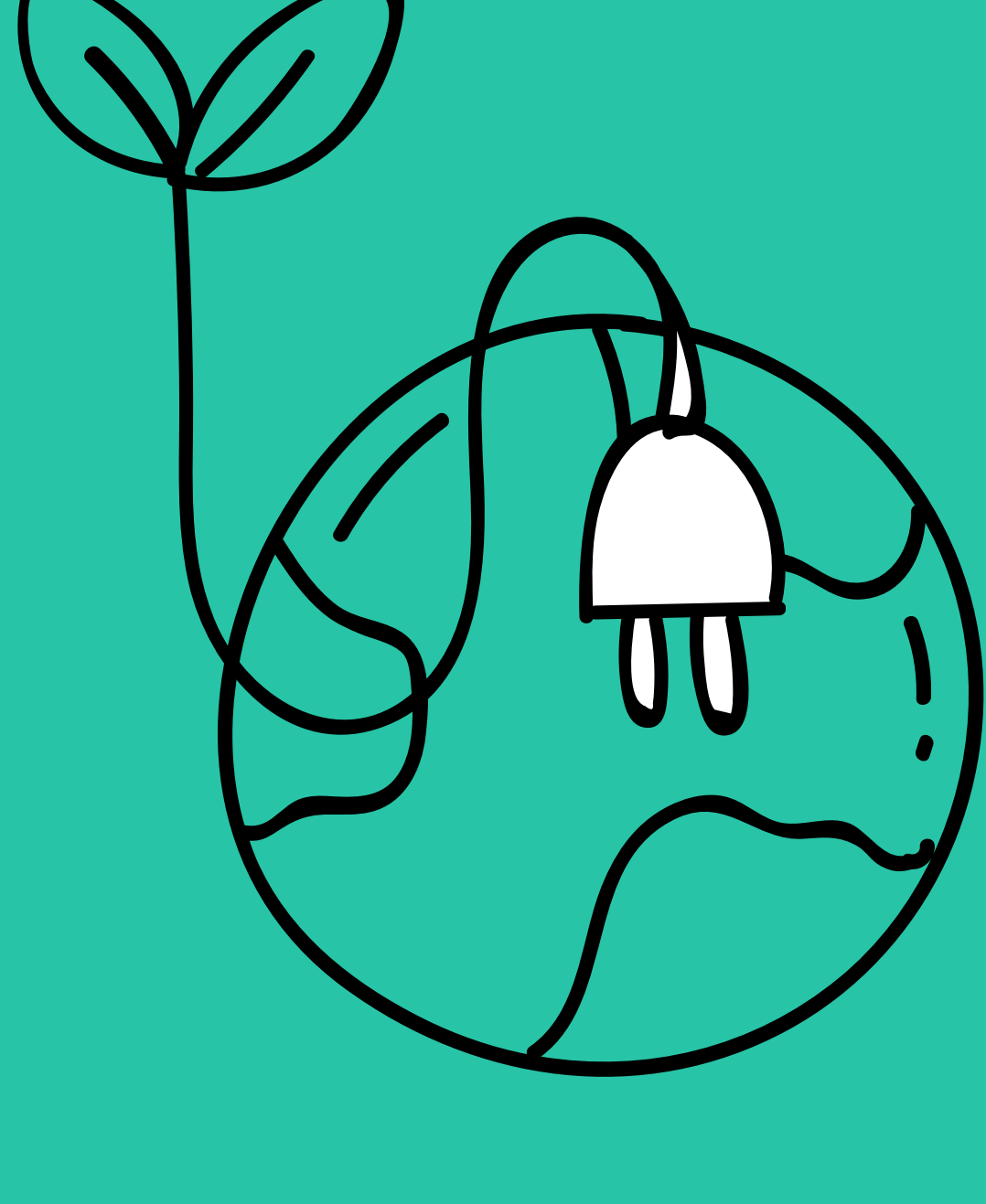
66%

of the C-suite say sustainability, energy consumption and decarbonisation are a business priority. **But 66% of factory workers are not aware of sustainability goals.**



27%

of factory workers say poor communication and lack of support from management hinders the adoption of energy-saving practices at work.



27%

of the C-suite don't know if they're on track to meet their sustainability targets and a further **32% know they're not.**

Read our report

Our exclusive research, conducted in 2025, reveals:

- What's really happening in factories across the UK
- Why the communication divide is holding them back
- And how to start realigning tech and teams for best results.

Find out more in our interactive report, **Fractured factories: Fixing the communication divide between leadership and the shop floor.**

Gemba: we walk the walk

We help organisations optimise their operations and achieve continuous improvement through configurable software solutions and data-driven tools. With backgrounds in manufacturing and working in plants, our team has real-life experience of your challenges.

Contact our team today to find how we can help you increase your efficiency and close the communication gap:

[Request a demo](#)

[Speak to our team](#)