Skill Reality

2027 DESIGN PARTNER PROGRAM

Pilot playbook

A fixed-scope, 90-day paid pilot of AI-guided work instructions on smart glasses. One line, three procedures, one site, judged against success criteria we agree with you before day one.

AT A GLANCE

DURATION	SCOPE	USERS	ON SITE
90 days Setup, live on the floor, review	**One line, three procedures** At one site	**Up to 25 operators** On one shift	**Kickoff and final review** Weekly check-ins in between
PILOT FEE	**INVOICING**	**IF YOU CONTINUE**	**DEVICES**
From US$50,000 Fixed for the 90 days	**50% at signing** 50% at day 45	**Fee credited** Toward year one of a Site licence	**Meta Ray-Ban Display** Bought by the plant

WHAT THE PILOT PROVES

Whether guidance on the worker's eyes changes the result on your line

- ☐ Your own procedures run as step-by-step guidance on smart glasses, on real shifts, with the operator's hands on the equipment.
- ☐ At the steps you mark critical, the worker captures a photo and a supervisor reviews it against the approved reference.
- ☐ Every step leaves a time-stamped record: worker, procedure, step and time. The results are read from that record, not from a survey.

WHO IT'S FOR

Plants where a few procedures drive most of the problems

- ☐ Food and beverage, manufacturing, and warehousing and logistics sites, in non-classified areas.
- ☐ Changeovers, sanitation and CIP, maintenance tasks, quality checks and new-hire onboarding.
- ☐ Operations, quality, continuous improvement, EHS and training leads who need errors, rework or training time to come down, and a record they can trust.

How it works, in one line

AI drafts guided procedures from the SOPs you already have. Your experts approve every procedure before it reaches the floor. Operators follow it on the glasses, and supervisors review the photo checkpoints in the workspace.

THE 90 DAYS

Three phases, four milestones

The scope is deliberately small so the pilot is fast to set up and the results are easy to read. Most of the preparation happens before day one, so the line goes live within two weeks.

ABOUT 4 WEEKS

Before day one

- Pilot agreement and purchase order signed
- Line and three procedures chosen
- Glasses and company phones ordered
- IT security review, with our security pack or your questionnaire
- Success measures and targets agreed
- Site lead and approving expert named

DAYS 1 TO 14

Setup

- Kickoff on site with the site lead and crew
- Your expert reviews and approves each procedure
- Supervisors and operators trained
- Forge drafts the three procedures from your SOPs
- Glasses set up and paired to company phones
- Baseline captured for each success measure

DAYS 15 TO 75

Live on the floor

- Guided procedures used on real shifts
- Weekly check-in and weekly report
- Mid-pilot review at day 45
- Photo checkpoints reviewed by supervisors in the workspace
- Procedure changes made in Forge and re-approved
- Issues logged and tracked to close

DAYS 76 TO 90

Review

- Records read against the agreed targets
- Written report with findings and recommendation
- Final review on site with your team
- Go or no-go decision

DAY 0
Agreement signed. First invoice, 50%.

DAY 14
Go-live on the line.

DAY 45
Mid-pilot review. Second invoice, 50%.

DAY 90
Final review and go or no-go.

WHO DOES WHAT

ACTIVITY	SKILL REALITY	YOUR PLANT
Choose the line and procedures	Advise on fit	Decide
Turn SOPs into guided procedures	Draft in Forge, revise with you	Expert reviews and approves each one
Devices and phones	Recommend, help order, set up and pair	Buy through procurement, provide company phones
Security review and sign-in	Security pack, complete your questionnaire	IT review and approval
Training	Train supervisors and operators	Release crew time for training
Photo checkpoint review	Configure the review inbox	Supervisors review on shift
Weekly check-in and report	Run the check-in, send the report	Site lead attends
Final review	Report and recommendation	Go or no-go decision

MEASURING SUCCESS

Agreed up front, read from the record

Before day one we agree which measures matter on your line and what a good result looks like. You set the targets. The step-level record shows whether they were met.

MEASURE	WHAT IT TELLS YOU	HOW IT'S MEASURED
Step completion	Whether the procedure is followed in full, in order	Share of runs with every step completed in sequence, from the run record
First-time-right rate	Whether critical steps are done correctly the first time	Share of photo checkpoints a supervisor approves without a retake
Time to proficiency	How quickly a new operator can run the procedure	Runs or shifts until a new operator meets the agreed first-time-right target
Record completeness	Whether the record would stand up in an audit	Share of required checkpoints with a photo and a supervisor decision inside the agreed review window

THE BASELINE

During setup we capture a baseline for each measure from your current records and a short observation of the line. Where no reliable baseline exists, the first two weeks live set it, and the report says so. Nothing is estimated after the fact.

THE WEEKLY REPORT

Every week the site lead gets a one-page report from the record, reviewed together at the weekly check-in.

Northfield Foods · Line 2 · Week 4 of 9 — WEEKLY PILOT REPORT

STEP COMPLETION	FIRST-TIME-RIGHT	AT PROFICIENCY	RECORD COMPLETENESS
97%	**88%**	**3 of 5**	**99%**
Target 95%	Target 90%	New operators	Target 98%

WHAT WE SAW

Retakes cluster on step 6 of the changeover, where the reference photo is taken from a different angle than the operator's view.

NEXT WEEK

Replace the step 6 reference image, re-approve the procedure, and recheck first-time-right on that step.

Sample layout with illustrative figures for a fictional plant. These are not results.

DAY 90: GO OR NO-GO

GO

The results meet the targets agreed at kickoff. We propose a Site licence, and the full pilot fee is credited toward year one.

NO-GO

The results fall short. You receive the written report with our findings, and there is no further commitment on either side.

TERMS, SECURITY AND NEXT STEPS

What finance, IT and procurement will ask

Commercial terms

Pilot fee	From US$50,000, fixed for the 90 days and agreed before day one.
Invoicing	50% at signing and 50% at day 45. Payment terms are set in the pilot agreement.
If you continue	The full pilot fee is credited toward year one of a Site licence.
Scope	One line, three procedures, one site, up to 25 operators on one shift. More procedures, lines or shifts can be added by agreement.
On site	Kickoff and final review. Travel outside the Greater Toronto Area is billed at cost.
Devices	Bought by the plant: Meta Ray-Ban Display, one pair per operator on the pilot shift plus one spare (US$799 list price per pair, Meta, as of November 2026), and a company phone paired to each pair.
Taxes	Fees exclude applicable taxes.

Security and data

Hosting	Microsoft Azure in Canada. TLS 1.2+ in transit, AES-256 at rest.
Images	One image per checkpoint, faces blurred on the phone. Verification never uses video.
Recorded runs	Off by default. When on, workers confirm each run, faces are blurred on the phone, video is kept 30 days by default, and you post a notice on site.
Remote expert	Live view only when the worker asks for help. Never recorded.
Retention	Deleted within 30 days of the agreement ending. Backups purged within 90 days.
Your content	Your SOPs, procedures and records belong to you.
Assurance	We complete your security questionnaire, or send our security pack. SOC 2 Type I is planned for Q4 2027.

Not part of the 2027 pilot

So expectations are clear from the start: automated AI pass or fail on steps, and supervisor sign-off that holds hazard steps, are on our roadmap and not included. Meta Ray-Ban Display is consumer eyewear, not rated for hazardous locations, so pilots run in non-classified areas. Integrations beyond sign-in are scoped by agreement.

NEXT STEPS

01 · APPLY
Apply at skillreality.com/pilot, or email us.

02 · CALL
A 30-minute call about your line and procedures.

03 · SAMPLE
Send us one SOP. We return it as a guided procedure in one to two weeks.

04 · AGREE
Pilot agreement, purchase order and a kickoff date.

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Version 1.0, November 2026. This playbook summarizes the 2027 design partner pilot. The signed pilot agreement governs.