

PUT AWAY AND REPLENISHMENT PROOF OF CONCEPT

Honeywell Voice Automated Solutions
Use Case



Honeywell

Manual data capture and entry – whether it be through scanning or typing – takes time. What seems like only seconds in entering data compounds quickly across an enterprise and could result in unforeseen additional costs. To combat costs associated with manual data entry, distribution and warehousing businesses are turning to voice-guided technology for a variety of tasks and for good reason. Voice technology helps businesses save those seconds and increase productivity on the floor and top-line revenues through recognizable speech patterns.

SCENARIO

Voice technology allows businesses to achieve heightened levels of productivity, accuracy and safety, enabling workers to move through their tasks – from put-away to picking and everything in between – more efficiently.

Recently, Honeywell embarked on a live proof-of-concept exercise with a large North American grocery company that operates 18 distribution centers. The company partnered with Honeywell to see if there was a way to streamline their put-away operations.

Like many large distribution and warehouse businesses, the grocer heavily relied upon warehouse workers using forklifts to put away and replenish thousands of transactions per shift. Using multiple devices – including a handheld scanner, keyboard and tablet – workers would accomplish their work, taking their eyes and hands away from safely operating the forklifts.

This manual method of scanning and ensuring information was entered accurately prevented workers from quickly moving on to their next task.

After consulting with Honeywell Voice Automated Solutions experts, the grocer implemented a pilot program to compare the benefits of speech recognition technology versus the industry-standard manual, hands-on method.

RESULTS

Workflow standards revealed that workers would take 16.1 seconds to successfully complete a put-away operation with manual data entry – using multiple devices such as scanners and vehicle-mounted computers – to record a successful task before they could move on to their next task.

Honeywell Voice experts equipped another worker with voice-guided technology to help them move through their assigned workflow.

The results showed that voice-guided technology enabled them to complete their task in 9.4 seconds, a resounding savings of 6.7 seconds over manual scanning and data capture.

After reviewing the data generated from several of these demonstrations in one warehouse, the grocery company applied this time savings across their enterprise. The grocer discovered that the time saved with Honeywell Voice solutions would translate into an average savings for its facilities of nearly \$445,000. Calculated across the enterprise, the grocer would save upwards of \$6.9 million in total estimated annual savings throughout all 18 warehouses¹.

1. The information provided in this document is based on a Honeywell-completed study and has been validated by the grocer's engineers and operations staff.



HOWEVER, THE BENEFITS OF HONEYWELL VOICE AUTOMATED SOLUTIONS DID NOT END WITH DOLLARS SAVED.

The grocer realized the positive safety implications that Honeywell Voice solutions afforded them. Workers were able to safely multitask and navigate the facility, while keeping their eyes up and hands-free, using voice-guided technology to accurately guide and record their tasks. The ergonomic wireless headset keeps the worker free of entanglement and allows for less visual pollution within the forklift's cabin, allowing the worker to comfortably be aware of everything happening around them. A worker could safely record information about a completed task, and receive instructions about the next task, while safely moving their forklift.

Additionally, the same experiment was conducted with a new employee in the warehouse.

Due to the clear guidance provided by Honeywell Voice solutions, the worker quickly familiarized themselves with the technology and was able to find a productive cadence to their work, discovering confidence in themselves as they were efficiently guided through the dialogued workflow. The grocer realized that voice-guided technology allowed them to cut down training time previously spent getting workers familiarized with multiple devices.

SUMMARY

Honeywell Voice Automated Solutions experts are continuing to work to implement voice-guided technology in other areas of the grocer's enterprise. The grocer is committed to increasing their top-line revenues by implementing opportunities to increase worker productivity, accuracy, and safety across the board.



Fig. 1 Honeywell Voice SRX3 Headset



Fig. 2 Honeywell Voice A720x

Contact your Honeywell Voice sales representative for more information today.

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Voice Automated Solutions - Put away and Replenishment
Proof of Concept Use Case | Rev A | 11/22
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