Voice-Directed Order Picking – What You Need to Know

Presented by:
Speech Interface Design
Presenters

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Agenda

• Introductions

• Featured Customer: Peirone Produce Inc.
  • Company & Distribution Center Operation Overview
  • Transition to Voice-Directed Order Picking / Results
  • Unforeseen Benefits / Change Management / Key Takeaways

• “What You Need To Know” - Some Questions for Amanda

• Open Q&A - Your Questions for Amanda and Gary
• Fully refrigerated warehouse in Spokane, WA

• Product selection includes:
  • Fresh fruit and vegetables, floral, juice, salad dressings, dry snacks, kombucha kegs, retail produce supplies

• Employ 120 people
• Picking area: 80,000 sq. ft.
• # SKUs: 2,100
• # pick locations: 1,900
• Average lines per order: 65

• # cases picked per day
  • Non-peak: 13,600
  • Peak: 24,000
• # pickers per day
  • Non-peak: 17
  • Peak: 25
Transition to Voice Picking

Pre-Voice Picking Environment:
- Paper based
  - Slow and tendency for errors
  - Product traceability low
  - Not real time/ “live” inventory

Goals:
- Improve accuracy
- Gain traceability
- Reduce expenses
Transition Completion

Results:

• April 2016 - transitioned to voice-directed order picking
• Able to double volume with only 43% head count
  • New product lines and business from competitors
• Errors reduced to 1.3 cases per 1000 from 6.2 (79% ↓)
• 99.9% traceability
• 15% ↑ cases picked per hour
• 83% ↓ inventory adjustments
Unforeseen Benefits

• Functions flawlessly under different applications
  • Full case, partials, specialized pick assignments

• Increased organization
  • Orders, inventory and personnel

• Fully customizable
  • Integration with almost any platform, information to picker, etc
  • A proven commodity
Unforeseen Benefits continued

- Pick layout can be very detailed
  - Less reworking pallets
  - Less damage
  - Improved pallet construction
- Awareness in areas of deficiency
  - Indirect time, pick path, inventory inaccuracies, etc.
- Bring in new products lines with confidence
Change Management

• Culture change
• Reception from workers
  • Doubtful of capability
  • Frustration with loss of visual cues
  • BUT - minds were quickly swayed
• Consider organizing pick path/scheme prior to going live
Key Takeaways

Voice-Directed Order Picking delivered -

• Reduced expenses
• Inventory loss reduction
• Increased efficiency and accuracy
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For More Information

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