Voice-Directed Order Picking – What You Need to Know

POWERED BY POSSIBILITIES.

Presented by:

Joe Beydoun, VP - Technology, Lipari Foods

Gary Glessner, VP - Sales & Marketing, Speech Interface Design

SPEECH INTERFACE DESIGN

MODEX 2020
GEORGIA WORLD CONGRESS CENTER
ATLANTA | MARCH 9-12
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Presenters

- Gary Glessner, VP - Sales & Marketing, Speech Interface Design
  - 6+ years at SID
  - Previously 10 years at Vocollect, now owned by Honeywell

- Joe Beydoun, VP - Technology, Lipari Foods
  - Almost 20 years at Lipari
  - Expertise in warehousing, transportation and analytics systems
  - Member of the leadership team at Lipari Foods participating in operational management and strategic planning

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Agenda

- Lipari Foods - Company and Operations Overview
- The "Mis-pick" metric and what drove Lipari to Voice
- Lipari's need to scan with Voice
- The surprise ROI
- ROI – Voice-Directed Picking with Labels
- Analytics - how voice increases operational intelligence
- Open Q&A - Your Questions for Joe and Gary

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Lipari Foods – What we do

- Multi Channel Specialty Distributor (FMCG)

- Utilize Technology as Competitive Advantage

- Change & Adapt & Grow: "Its in our Blood"

Current Corporate HQ Built 2006

New Facility July 2017 (Across Street)

Where we Started:

Customer Points of Contact (Retail)
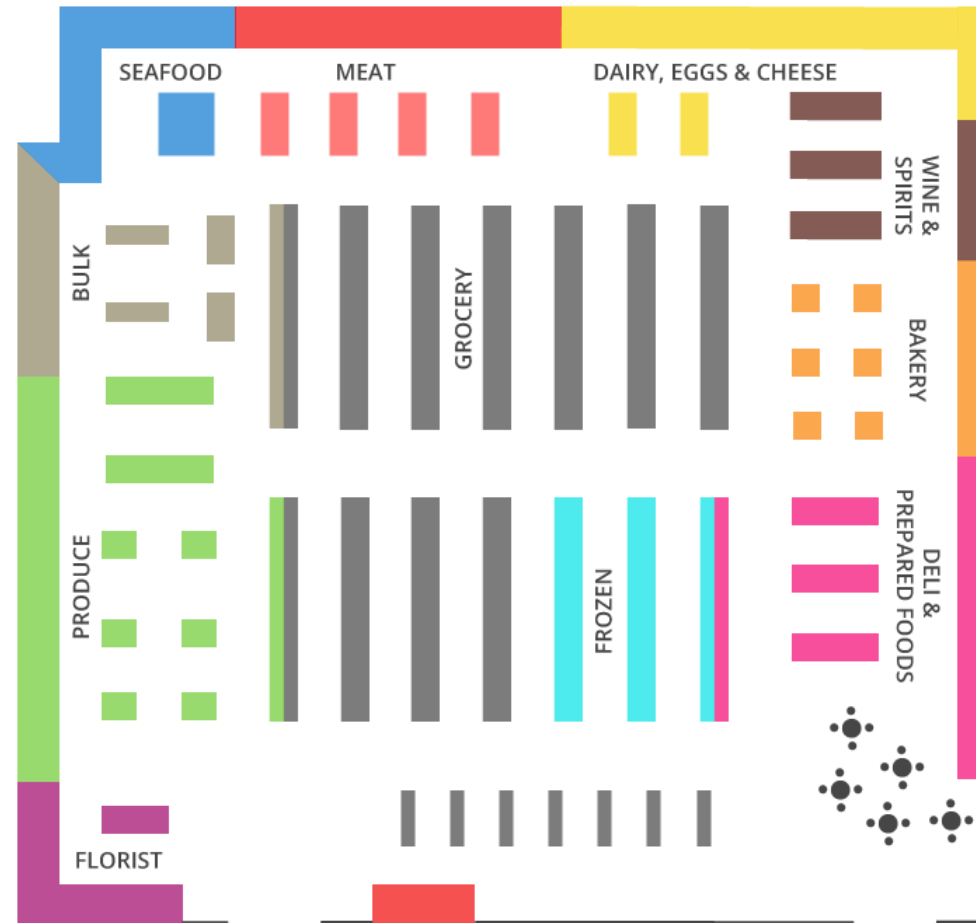
Data Collection

Honeywell VM3 – Forklifts

Honeywell A730 / SRX2 Headset Voice Picking

Zebra MC92x – Warehouse

Honeywell CT-50 – Customers / Retail

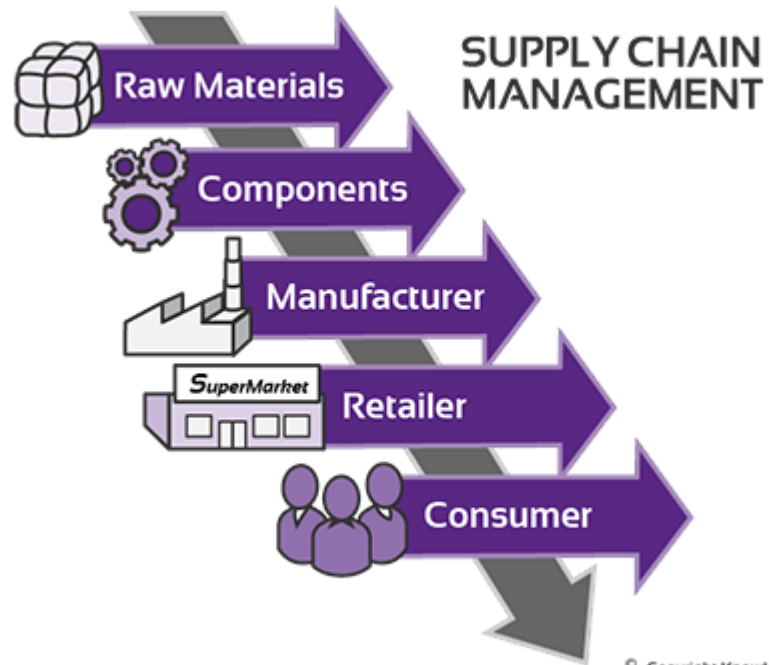**Honeywell – 1602G-2D – Direct Reps / Order Scan**

Honeywell EDA 70 – Warehouse Supervisors

LIPARI

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Supply Chain Changes

Pre – Y2K   **Now**

Dealing with food trends

- Kosher / Halal / All Natural / Organic / Ethnic / Low Carb / Gluten Free / Peanut Free

- Over 100 New SKUs weekly

Potato Chips are no longer made from potatoes

Distribution Center Operation

It's more complicated than that now

Distribution Center Operation

- Almost 25K Slotted SKUs
- Thousands of holiday and temporary SKUs
- 500K Square Feet of space
- 170 Selectors in a single shift with power jacks
- 50 Forklifts
- Ambient / Refrigerated / Frozen
- Using Vocollect Voice since 2007

Available Pick Slots

295

MISPICKS

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Mis-picks are more than just a cost

BEFORE VOICE PICK

APEX WITH VOICE

CURRENT WITH VOICE

**1 IN 700
CASES PICKED**

1 IN 5000
CASES PICKED

1 IN 2500
CASES PICKED

**2008 – TODAY
INCREASED SKU COUNT
PICK SLOT CO-MINGLING**

**1 IN 350 ?
CASES PICKED
WITHOUT VOICE**

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MisPick | Damage | Short

Detroit to Omaha   746 Miles
Detroit to Miami   1,419 Miles

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IDEAL FOR VOICE CHECK DIGITS

VOICE CHECK DIGITS NOT AS EFFECTIVE
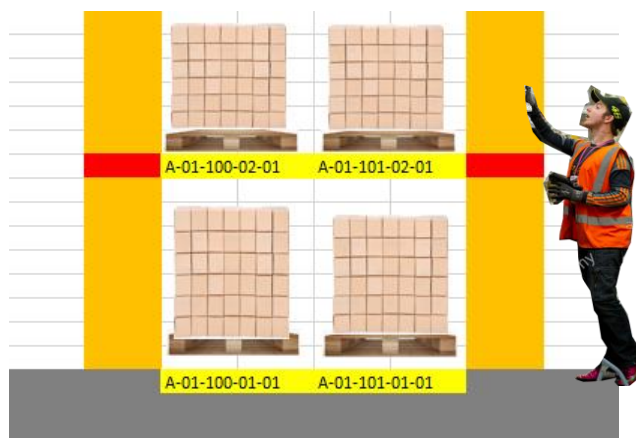
Check Digit Labeling - Evolution

LEGACY

3 Check digits per location

CURRENT

1 0 5 3 1

25 Check digits per location

NEW

N/A

0 Check digits per location

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Scanning with Voice

- Capture work assignments (Can be done with Vocollect A730)
- Capture weight UCC (Can be done with Vocollect A730)
- Scan Product or Location for verification - must use an ergonomic and efficient device

- No more check digits (Must Scan)
- Scan product (100% accurate pick)
- Scan Location (Less Accurate but requires selector to be at the correct location)
- Reduce Shorts by memorized check digits

PRODUCTIVITY

Where Lipari uses Voice Picking
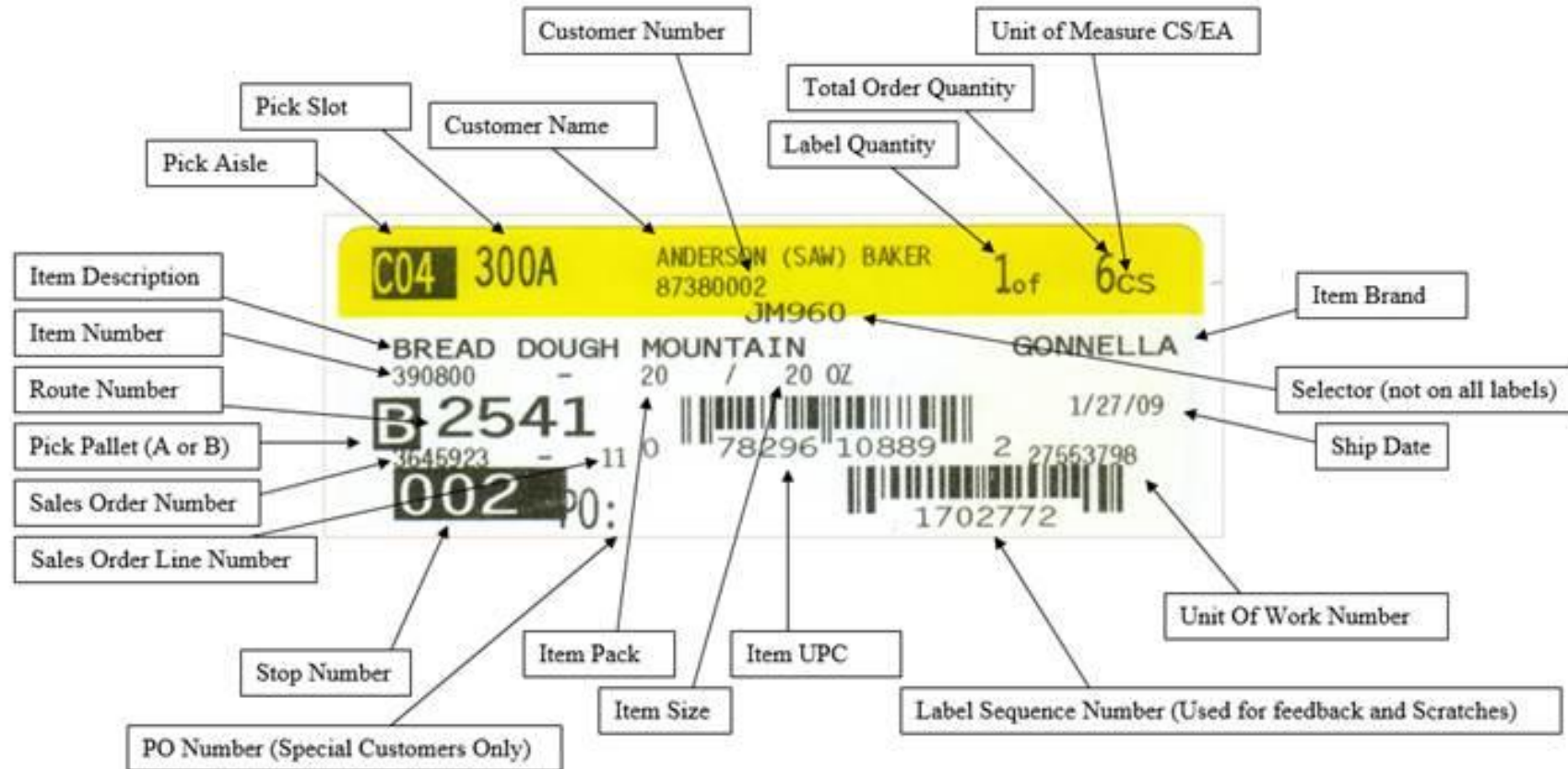

PICK TO TOTE/CART

CASE PICKING

MAN-UP PICKING

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LIPARI FOODS INDIVIDUAL CASE SHIPPING LABEL

POWERED BY POSSIBILITIES.

VISUAL vs VOICE Instructions

LOOK FOR

1. AIRPLANE

2. LUGGAGE

3. HAND

4. CLOUD

5. WINE GLASSES

POWERED BY POSSIBILITIES.

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Productivity – Actual numbers from the archives

Freezer Pick Rate
2007 - 2008

Legend: 2007/10, 2007/11, 2007/12, 2007/13, 2008/01, 2008/02, 2008/03, 2008/04, 2008/05, 2008/06, 2008/07, 2008/08

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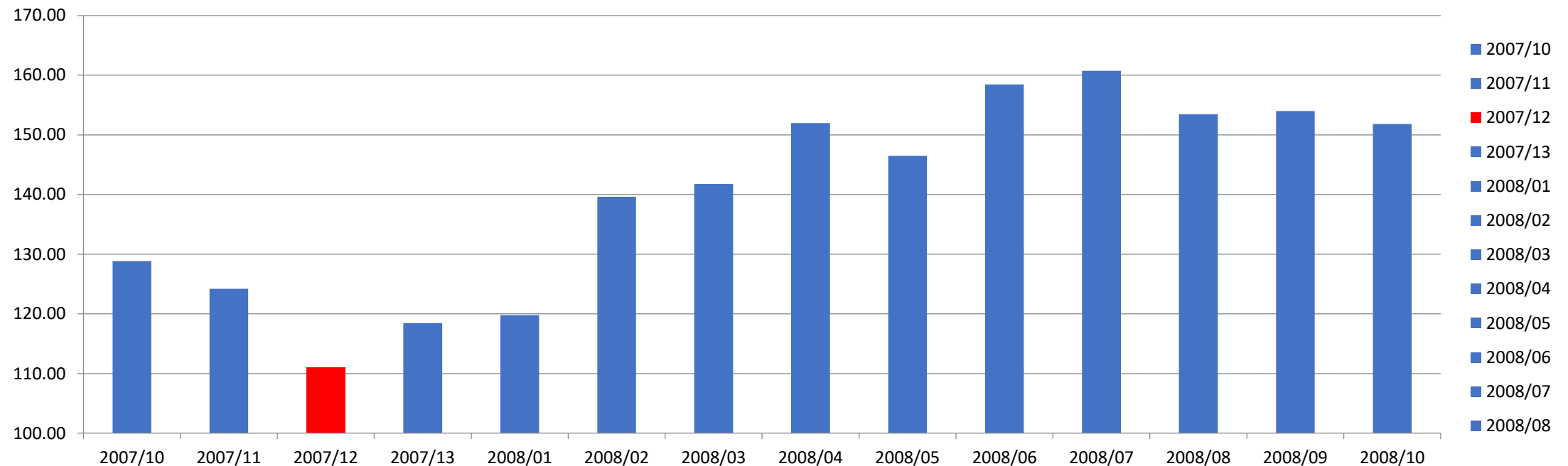
Freezer Stats

Vocollect Voice installed	November 2007 (Period 12)
Cases Selected Per Shift	18,000
Average Cases Per hour before voice	125 Cs/hr
Average Cases Per hour after voice pick	153 Cs/hr
Percent Productivity Gain after Voice	**22%**
2019 Average Cases Per hour	175 Cs/hr
Mispick Ratio before Voice	1 in 2000 Cases Selected
Mispick Ratio after Voice	1 in 7000 Cases Selected
Other Factors after 2008 Period 10 that boosted productivity	Triple Pallet Jacks
	New warehouse 2017
	New Performance Pay Scale

ROI – Voice-Directed Picking with Labels

- #1 Order Feedback is real time, not in batch
  - Used to have 9 people doing feedback
  - Not enough staff to pick without voice during a system issue today

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ROI – Voice-Directed Picking with Labels

- #2 Inventory is in real time

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ROI – Voice-Directed Picking with Labels

- #3 Trucks dispatch much faster

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Future use - just for thought

- Artificial Intelligence – Voice opens up the possibilities for your WMS

    - With Voice, you can send instructions to the selectors in real time

        - You can assign pick slots in real time
        - Change doors in real time
        - Modify pick path in real time
        - Re-direct selector before getting to a location if there is a issue

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