

# 6 BENEFITS OF VOICE-AUTOMATED MAINTENANCE AND INSPECTION CHECKLISTS

Voice automation standardizes maintenance and inspection (M&I) procedures to prevent downtime while ensuring consistent, accurate documentation and adherence to compliance requirements.

Checklists, work orders, audits, work cards and other complex processes are essential parts of almost every industry. It's a traditional system where instructions are read and followed, discrepancies and measurements recorded, and at the end of the procedure, certain steps may be signed off on as verification of accomplishment. Honeywell's Maintenance and Inspection application modernizes the traditional paper or digital checklist through its voice-enabled technology, allowing operators to hear and engage with step-by-step commands.

Outlined are six benefits of Honeywell's voice-automated M&I checklists:

## 01 Streamline Documentation

Technicians and/or inspectors are outfitted with a wireless headset and a voice-enabled mobile computer with a preloaded checklist using the Honeywell M&I application. Technicians are speech-guided through the checklist and verbally record their findings into the system via a headset microphone. Documentation is streamlined by completing and recording observations in real time while performing the actual task. The hands-free, eyes-free hardware allows workers to complete observational documentation while performing the task. Some mobile devices also allow for photos of equipment condition to be captured and documented.

## 02 Enhance Compliance

Replacing written checklists with voice automation ensures strict adherence to standard operating procedures (SOPs) while generating consistent technician behaviors. The system provides clear, step-by-step directions, making it easier to follow standard procedures, document the condition of the equipment, and confirm when each step of the process has been completed – all in real time. Through the implementation of defined processes and actionable operational insights, technician and equipment performance can be improved and enhanced.

## 03 Improve Processes

Process improvement is achieved using best-in-class processes and actionable operational insights. With voice-automated checklists, you can create multiple list selections where the operator can choose from different desired responses such as yes, no, pass/fail, or damage. Create conditional, if/then statements; for example: if a product has visible damage, then a photograph should be taken of the damage and uploaded. The solution is flexible, providing options for the operator to include additional information at different points in the inspection. The transcribed voice note information can then be passed on to a supervisor for review or work order to fix the damage.

## 04 Increase Safety

By enabling hands-free, eyes-free operations at the point of M&I, workers can simultaneously focus on safety procedures and the task at hand, minimizing distractions. For example, in hazardous work environments, such as oil and gas operations, voice technology can improve worker safety as they navigate heights and through a potentially explosive environment. In health care situations, voice guidance and data collection at the point of care allow medical staff to maintain cleanliness best practices, improve quality, and ensure accuracy, all the while reducing documentation time.

## 05 Cut Training and New Technician Onboarding Time

All industries remain challenged by labor shortages and high turnover rates. Voice automation can bring new employees up to speed quickly with step-by-step guidance, enabling technicians to become proficient with less training and no shadowing. Certain mobile devices can also provide images and information on-demand to help identify parts or explain processes. Voice also boosts efficiency with no screens to navigate, while enabling easily followed documentation and inspection processes. This allows employees to focus solely on the work at hand.

## 06 Minimize Technician Attrition

By providing an intuitive solution that motivates and enables technicians to be more productive, voice technology combines rugged construction with noise-suppression and directional microphones. The voice application converts text-based procedures to voice instructions and delivers them in up to 40 different languages. When technicians verbally respond to prompts or report observations, their spoken words are then converted back to text and documented within the system. Eliminating more cumbersome manual documentation practices makes technicians' jobs easier and increases employee satisfaction.

## WHY HONEYWELL?

Honeywell's Maintenance and Inspection is designed to free mobile workers' hands and eyes to maximize productivity, reduce inefficiencies, and achieve higher accuracy rates.

Honeywell's Maintenance and Inspection solution can be deployed to a myriad of hardware devices, including:

- Honeywell Android™-based CT40 and CT60 built on the Mobility Edge™ platform
- Third-party Android or Apple® iOS devices (e.g., ruggedized, consumer-grade), allowing you to leverage your existing device investments
- Honeywell Voice integrated Talkman series (e.g., A700X series, headsets and peripherals)
- PCs connecting to Bluetooth® headsets (e.g., SRX series) for 10-meter (30 feet) connectivity

## ABOUT HONEYWELL SAFETY AND PRODUCTIVITY SOLUTIONS

Honeywell Safety and Productivity Solutions (SPS) provides products, software and connected solutions that improve productivity, workplace safety and asset performance for our customers around the globe. We deliver on this promise through industry-leading mobile devices, software, cloud technology and automation solutions, the broadest range of personal protective equipment and gas detection technology, and custom engineered sensors, switches and controls.

Customers all over the world have taken their business to the next level through a partnership with Honeywell. Learn more at [sps.honeywell.com](https://sps.honeywell.com) or call a knowledgeable representative at 1-800-934-3163.

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