

DELIVERING OPERATIONAL EXCELLENCE

Honeywell

A DAY IN THE LIFE WITH DIGITALLY-ENABLED LOGISTICS



WAREHOUSES ARE DESIGNED AROUND THE GOODS THEY STORE AND PROCESS...

That might feel like an obvious statement, but it has a big consequence in terms of productivity, because achieving targets relies on employee performance, and what works well for goods doesn't always work well for people.

As a result, logistics leaders must carefully balance a trade-off between the physical requirements of the material they process and the usability of the space for the people who work in it. And in practice, those workers are tasked with adapting how they think and move to the needs of the warehouse environment.

Supply chains are constantly evolving as new technologies and approaches have changed what a safe, effective, and accurate approach to working with goods looks like. Today, a new digital layer is becoming available to warehouse operators which means that workflows can flex to the needs of the worker.

The outcome is operational excellence: with a more adaptable and supportive way of managing warehouse workflows, businesses can meet customers' needs faster and more cost-effectively, while also supporting their employee satisfaction, enhancing confidence and improving retention within the organization.

In this eBook, we will follow a day in the life of an employee enjoying the benefits of logistics operational excellence – and see how your business can adopt new tools to deliver better results from its logistics infrastructure.



MEET CHLOË



DELIVERING OPERATIONAL EXCELLENCE

Chloë is a new employee at a warehouse fulfilling a highly diversified range of product lines. As part of a broad network of hubs, the warehouse has recently been redesigned to support a new logistics flow, as part of the brand’s broader ambitions to offer more flexible services and open up new revenue streams.


In a highly competitive warehouse environment, minimizing overheads is also a strategic priority for the brand, and its leaders have identified improvements to the employee experience as a key action point to reduce the cost of talent acquisition.


STARTING THE DAY


Arriving at the warehouse, Chloë starts her day by clocking in and checking out a device from the charging bank in the office. When she signs into the device, she sees that her manager has already assigned her tasks via Workforce Intelligence, which are displayed to her clearly in order of priority. Despite being new to the role, Workforce Intelligence offers her a comprehensive overview of her daily tasks and equips her with an understanding of daily expectations.


Chloë’s manager uses the Workforce Intelligence dashboard to monitor her performance metrics, including picking pace and accuracy. The dashboard also enables the manager to compare her progress with that of other recent hires, providing data on her current standing and identifying areas for potential improvement.


WORKFORCE INTELLIGENCE

 Unified digital interface to streamline workforce and operational management

 Generate and assign workflows digitally through detailed task templates

 Monitor performance across multiple sites, systems, and teams in a single view

 Combine data from diverse systems and analytics to deliver actionable insights


 Safeguard sensitive data and information with enterprise-grade cybersecurity


ORDER FULFILLMENT


The first to-do item in Chloë’s tasks sends her straight to fulfilment operations, where Workforce Intelligence has batched together a group of orders pulling from shelving in a similar area of the warehouse, minimizing aisle congestion and boosting the business’s efficiency.


Chloë utilizes **Guided Work Solutions** to perform her picking tasks. This solution enables her to work in her native language, French, providing instructions for each item through her **SRX3 headset**. As a result, Chloë can operate hands-free and eyes up to focus on her surroundings.


GUIDED WORK SOLUTIONS

 Integrated productivity solution for cohesive, flexible, and intuitive guidance

 Improved productivity through reduced distractions and complexity

 AI-driven speech recognition for fully hands-free workflows

 Rapid training for diverse workforces with over 40 native languages

 Deep integration with management and analytics tools for integrated oversight

RECEIVING GOODS

Partway through her shift, Chloë is notified that she is needed at a loading bay to assist with processing an incoming shipment. She utilizes SwiftDecoder™ on her device to streamline the workflow. SwiftDecoder™ provides computer vision tools such as SwiftCount, which can process multiple barcodes at once and sort them for entry into the warehouse database.

This allows Chloë to receive deliveries more quickly and maintain accuracy, while SwiftCount’s AR functionality displays progress information on the viewfinder as items are registered. When a damaged barcode cannot be read, she switches to OCR mode in SwiftDecoder™ to record the package using its SKU and documents the damage by taking a photo in Workforce Intelligence to alert the team.

SWIFTDECODER™



Easy-to-use SDK for computer vision and augmented reality apps



Proprietary, field-proven algorithms for fast and accurate scanning



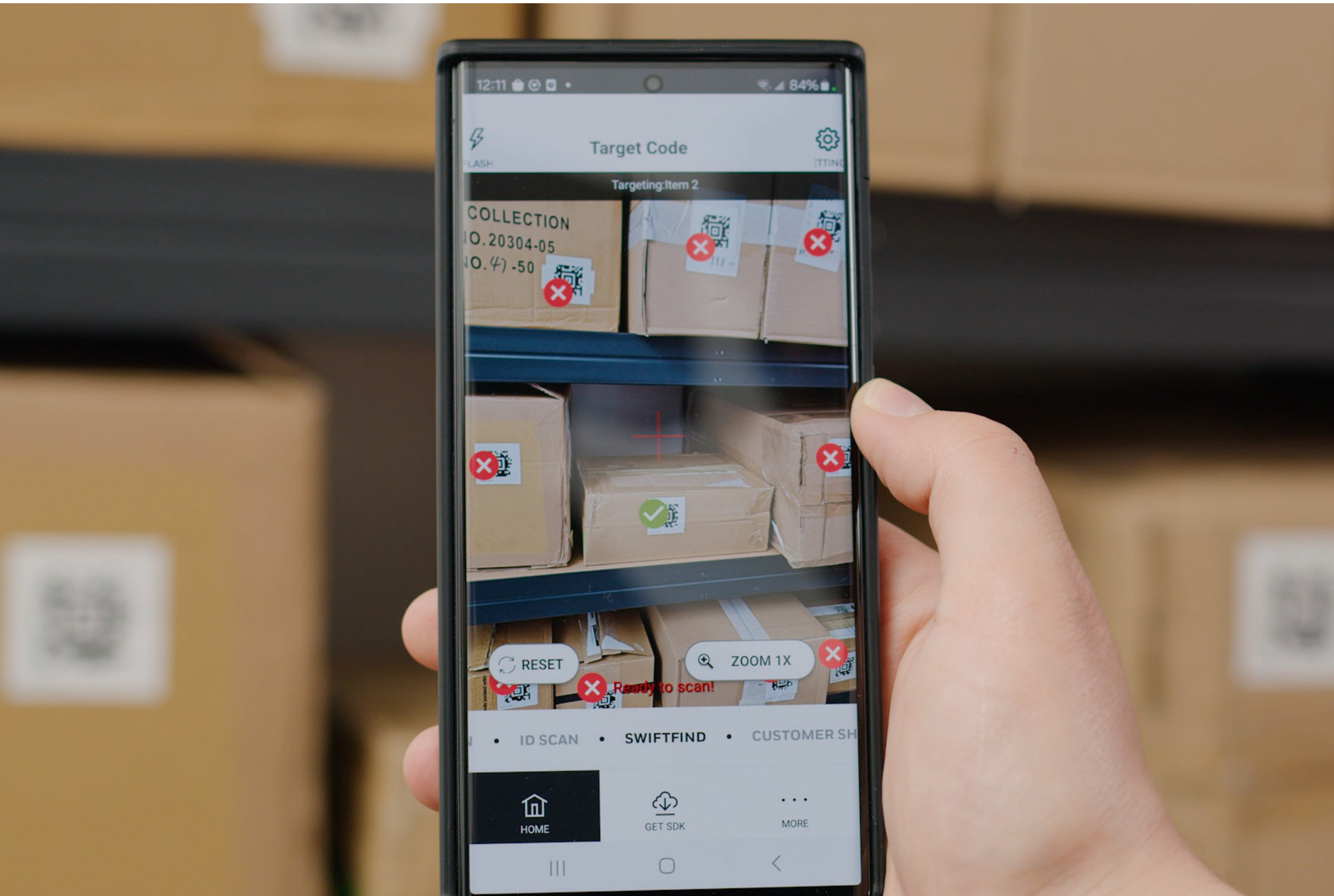
Support for a comprehensive set of barcode symbologies, plus OCR



Continuous scanning and batch scanning functionality



Flexible augmented reality capabilities to support intuitive interfaces








◦ DEVICE MANAGEMENT

After the task is completed, Chloë starts walking back to stock-picking in the fulfilment area. On her way she pauses to quickly help a colleague, but accidentally leaves her device behind on a shelf.

Unsure of which aisle she was in, she asks a colleague to help by sending a manager a message through their device’s Smart Talk app. The manager opens Operational Intelligence, the warehouse’s device management platform, where he can use his device to locate the missing device. Operational Intelligence has also notified him that the device’s battery is draining faster than it should be, so he directs Chloë to check out a new device and carry on working while he goes to collect the old one and file a ticket.

OPERATIONAL INTELLIGENCE






-  SaaS solution for hardware insights, management, and automation
-  Predictive health analytics to mitigate disruption from hardware failure
-  Check-in/check-out to assign devices, monitor status, and enforce security
-  Remote access functionality for software maintenance and support
-  Automation engine to intelligently generate alerts and trigger actions

◦ CUSTOMER ASSISTANCE

Later in her shift, Chloë is called to assist a customer at the business’s new curb-side pickup point. Although she has not received formal training for collections, Workforce Intelligence supports her with a step-by-step template, ensuring she follows the correct process.

She completes the transaction on the same device she uses for the rest of her job by using Smart Pay. After securely taking payment through the customer’s choice of payment methods, she is seamlessly guided to the correct rack to locate and retrieve the customer’s order, providing an efficient and reliable service.

SMART PAY

-  Software-based POS solution integrating payments with mobile devices
-  Seamless, pre-approved integration with major payment providers and platforms
-  Integrates with businesses’ existing payment software and back-end systems
-  NFC-enabled and designed to work with a wide range of mobile computers
-  Comprehensive compliance meeting all necessary security certifications








SAFETY INCIDENT

Near the end of her shift, Chloë hears a sudden commotion on the warehouse floor. Reacting swiftly, she uses Smart Talk to initiate a push-to-talk emergency call, connecting immediately with the response team.

Thanks to her prompt action, help arrives quickly, the situation is resolved safely, and all details are thoroughly documented for future reference.

SMART TALK

-  Comprehensive communications platform for demanding workplaces
-  Secure, enterprise-grade push-to-talk, voice calls, and video calls
-  Text and media messaging for efficient, asynchronous collaboration
-  Extensive APIs to enable tailored platform for specific business needs
-  Easy implementation and seamless integration with existing systems



ENDING THE DAY

For Chloë, starting a job at a warehouse enabled by Honeywell’s integrated digital solutions means that she’s been able to get on-boarded quickly. Two weeks in, she already has a good sense of how to go about her day, feels secure that she’ll be reliably supported in her tasks, and is confident about what she will learn to do in the future.

For the warehouse’s managers, having a fully connected view of operations means that they’ve already spotted that she’s doing a good job. Since the warehouse integrated Honeywell software solutions into its workflows, they’ve been benefiting from a clearer sense of how staff are performing, and find it easier to make sure they are meeting targets with less hands-on oversight of daily processes.

They’re also seeing potential issues more quickly, whether that’s devices that are about to fail or packages that haven’t arrived by their expected date. And opportunities for further optimization are also easier to identify, with changes being made to the staffing schedule to meet peak moments of demand for curbside pickup.

It’s early days, but signs are promising that they will be able to report impressive results from the business’s investment in transforming its logistics operations. In partnership with Honeywell, the rollout has not only been tailored to the business’s particular needs – it has also been set up with custom KPIs and automated data reporting, so even communicating back to head office should be easier and more accurate than it used to be.

To learn more about how Honeywell helps logistics operators create safer workplaces, optimized processes, and operational excellence, [get in touch today.](#)