

**WÜRTH
AUSTRIA
IMPROVES
PICKING
QUALITY
WITH
HONEYWELL
VOICE**



Honeywell



Würth Austria worked with LNConsult, their longstanding logistics and digitalization partner, to deploy Honeywell Voice solutions to improve their warehouse picking operations.

THE CUSTOMER

Würth Austria is a part of the Würth Group, a global leader in the trade of assembly and fastening materials for professional use. The company has over 125,000 products in its portfolio, ranging from screws, tools, chemical products and occupational safety equipment.

Würth Austria operates a central warehouse in Böhleimkirchen, which covers an area of 1,200 m² and stores around 1,000 fast-moving items. The company serves over 70,000 customers in Austria, supported by 500 sales representatives and more than 70 Würth shops.

In 2023, Würth Austria generated sales of €307.6 million and employed around 1,000 people.

THE CHALLENGE

Würth Austria wanted to optimize its picking process for the fast-moving items in its central warehouse, which required frequent and accurate picking for orders.

The previous method of picking involved paper lists, which were inefficient, prone to errors, and increased the company's paper and toner waste. The company tested several picking methods, such as pick-by-vision, but found them unsatisfactory or not fully developed.

"Pick-by-Vision is not yet fully developed and did not convince us in the practical test," Logistics Manager Josef Preyer said.

The company needed a reliable, ergonomic, and sustainable solution that would improve the quality and productivity of its logistics operations.

Preyer said the company had successfully deployed voice-picking operations at their other locations in Germany, Scandinavia, the Netherlands, and Switzerland, so they began searching for a suitable solution.

QUICK FACTS

Honeywell Solution

SRX3 Wireless Headset
Talkman A720X Mobile Device

- **Customer:** Würth Austria
- **Location:** Böhleimkirchen
- **Industry:** Distribution
- **Website:** www.wuerth.at

Customer Results

- Increased picking performance by an estimated 15%.
- Reduced pick-error rate from 3 to 2 per thousand.
- Eliminated need for paper pick lists, saving around 500,000 sheets of paper and toner per year.

SRX3 Wireless Headset

The SRX3 Wireless Headset features the next generation in Bluetooth(R) wireless headset technology - raising the standard in mobile workforce ergonomics productivity and accuracy, while enabling voice-directed workflow efficiencies. Superior speech-recognition technology and flexible configurations that empower mobile workforces to excel in a variety of industrial applications, as well as demanding warehouse, distribution, and fulfillment environments.



SRX3 Wireless Headset



A720X Mobile Device

Talkman A720X Mobile Device

The A720X Mobile Device is designed to deliver transformative benefits. Built to be easy to wear and user friendly, the A720X can withstand the extremes of industrial environments and perform exceptionally in cold storage facilities and hot warehouses. These rugged, ergonomic devices are part of an integrated voice solution that includes noise-cancelling headsets, directional microphones and robust speech-recognition software.

THE SOLUTION

Würth Austria consulted with LNConsult, a logistics and digitalization company and a long-standing IT partner. They are working for Würth Austria since 2017 and were already involved in the implementation of a shuttle warehouse.

“The chemistry is right in the collaboration with LNConsult, which was also demonstrated again with the introduction of pick-by-voice in the small parts warehouse,” Preyer said.

LNConsult recommended Honeywell as a voice-automated picking solution provider.

The solution consists of the Honeywell SRX3 cordless headset and the Talkman A720X mobile voice device, which integrate seamlessly with Würth’s SAP-based ERP system via WLAN. The solution enables the pickers to receive voice commands from the ERP system, which direct them to the storage location and the quantity of items to be picked.

After just three months, Würth reported the solution was live and replaced previous paper-based picking operations.

“The implementation during ongoing operations was meticulously planned and ran smoothly,” Preyer said.

The SRX3 Wireless Headset features the next generation in Bluetooth® wireless headset technology – raising the standard in mobile workforce ergonomics, productivity, and accuracy while enabling voice-directed workflow efficiencies. Superior speech-recognition technology and flexible configurations that empower mobile workforces to excel in a variety of industrial applications as well as demanding warehouse, distribution, and fulfillment environments.

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includes noise-canceling headsets, directional microphones, and robust speech-recognition software. This advanced “text-to-speech” and “speech-to-text” software enables your workers and data management system to communicate with each other.

The comprehensive Honeywell Voice solution now allows Würth’s pickers to wear the headsets as they move through the facility. The A720X receives picking orders from Würth’s ERP system and feeds the information directly into the SRX3 headset, eliminating the need for pickers to read orders from paper printouts.

Furthermore, voice commands instruct the pickers where to go in the facility and how many products to pick from each area. Pickers confirm the items by reading the check digits on the shelf locations; that information is then sent back for confirmation to the ERP system before the next pick-order is assigned.

The solution allows the pickers to work hands-free and eyes-up, enhancing their productivity and the safety on the warehouse floor.



Würth Logistics Manager Josef Preyer

THE RESULTS

The Honeywell voice solution went live in April 2023, after a project duration of just three months, and was implemented during ongoing operations. The solution improved the ergonomics and comfort for the pickers, who now have both hands free and can concentrate fully on their work.

Preyer said the company saw an increased pick performance among these workers shortly after the solutions' deployment.

"It wasn't a project goal, but we were still able to increase picking performance by around 15 % thanks to pick-by-voice," Preyer said, who was now able to view key performance

indicators and current picking progress via a dashboard specifically developed for Würth by LNConsult.

Würth reported that 10 employees working at eight different workstations throughout the warehouse were able to accomplish 60 to 70 picks per hour and an average of 3,500 picks per day between two overlapping shifts. Würth also benefitted by reducing the error rate from 3 to 2 per thousand, Preyer said, increasing the process reliability and quality of the picking operations.

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eyes-up, enhancing their productivity and safety on the warehouse floor.

"The new system is great," Anneliese Weinzierl, a Würth employee, said.

"I have both hands free, and I can now concentrate fully on my work."

The solution helped Würth Austria achieve its sustainability goals and cost savings, eliminating the need for paper lists, and saving around 500,000 sheets of paper and corresponding toner per year.

The solution is expected to deliver a return on investment within three years at the latest.



For more information

automation.honeywell.com

Honeywell Industrial Automation

855 S Mint Street
Charlotte, NC 28202
800-582-4263
www.honeywell.com

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