



ECR Baltic

Optimizing Warehouse Operations through
Voice Picking

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Optiscan Market Area

Turnover 11 million €
Personnel 50

1 000 000 order lines picked every day



“Optiscan has improved our business” (95% of customers, Customer Survey 2007)



Benefits of Voice Directed Work

Accuracy increased to 99,98+% (all of our customers has improved accuracy more than 75%)

- Less errors – saved time can be used for other jobs...
- Check Digit handling > eyes free operation

Productivity increased by 15 – 30%

- Start and end of picking cycle
- Hands free / eyes free work
- Batch picking (multiple orders at the same time)
- Picking location replenishment requests
- Easy to use and learn > Shorter employee introduction period



Benefits of Voice Directed Work

Increased work safety / ergonomics

- Picker moves along a planned route
- Eyes free – picker concentrates on action, not on reading
- Hands free lifting is ergonomic – less work related injuries
 - No extra equipment weight in hands, no one-hand operations
 - Less broken goods – using two hands is more secure

Real-time operations management

- Real-time picking control > prediction “are we on time today”
- Automatic performance reporting
 - During the day
 - Long term



How does Voice work?

- “Pick list” downloaded through WLAN to Talkman

Talkman: (Go to) Aisle 11
Picker: Ready
Talkman: (Go to location) 101 level 1
Picker: 23
Talkman: (Take) 5
Picker: 5



- Very short “communications” with the Talkman
- Talkman uses built-in Speech Recognition software and Text-to-Speech Engine
- Talkman TASK = Application that guides picker through the work process



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