



# VOCOLLECT VOICE SOLUTIONS FOR THE AUTOMOTIVE INDUSTRY

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**Driving Process Optimization with Voice**



*Automobile Manufacturer Assembly Line*

## Delivering Optimized Processes for Improved Lean Operational Throughput

### Leveraging Vocollect Voice® to Ensure Optimal Performance

The automotive industry certainly has had its challenges over the past decade. We saw unprecedented financial turmoil with many upstream and downstream businesses and brands unable to survive those trying times. While recovery is not total, the automotive world is very different today. Auto production in the United States reached almost 16 million units in 2013, which means the industry is beginning to approach pre-recession levels and future global unit estimates look promising, especially as countries such as China and Brazil ramp production to support their growing middle-class. Many historical industry inefficiencies were painfully removed and today businesses balance sheets are healthier.

While the industry as a whole has evolved over the past decade, the expanding adoption of voice technology throughout the industry continues to establish new heights. Whereas voice previously was applied mainly to those serving the logistics and aftermarket retail markets, these past few years has shown an industry willing to leverage voice technology to also support lean manufacturing practices and better enable their just-in-time (JIT) and just-in-sequence (JIS) replenishment practices. All with the desire to squeeze operating efficiencies from their operations.

We've seen the automotive industry as a whole fully embrace voice technology from manufacturing production; to Tier 1 and Tier 2 suppliers who are using voice to better support JIT and JIS initiatives with expanding cross docking capabilities; to industrial MRO distributors and 3PL's who are contractually required to provide replenishment orders during restricted delivery and unloading windows; to aftermarket and do-it-yourself (DIY) and do-it-for-me (DIFM) retailers stocking retail store shelves and fulfilling e-commerce orders.

It's an exciting time to be a part of the automotive industry. It's even more exciting to be able to add such quantifiable business value to the broad type of automotive related businesses upstream and downstream.



*Automotive Retailer Warehouse in Action*

# Improving Manufacturing Production Processes

## Optimizing Just-in-Time (JIT) and Just-in-Sequence (JIS) Lean Manufacturing Efficiencies

When Henry Ford's book , 'Today and Tomorrow' was published in 1926, it was embraced by those who believed in the basic principles for JIT supply networks. With a philosophy that calls for eliminating all sources of waste, including unnecessary inventory and scrap in production, JIT has had a significant effect on inventory control, purchasing, and suppliers.



*Kanban Scheduling System*

The ability to support JIT with JIS product availability offers the most effective, Kanban replenishment. The combination though requires parts/component staging accuracy that must be achieved within the required delivery windows. The ability also to rapidly stage and fulfill sortation carts for dealership replenishment orders to compete more effectively with local aftermarket parts suppliers. The enablement of these requirements is the core strength of Vocollect Voice and the reason why Vocollect Voice is leading the global voice market to greater heights.

### The Business Value Provided by a Vocollect Voice Solution:

- Helps ensure that workers are properly prepared for JIT production needs
- Helps enable JIS parts and components are available at desired time slots
- Helps ensure that Kanban carts and stocking zones are at required levels at shift start
- Improved inventory accuracy through real-time visibility into on-hand balance (OBH)
- Helps you operate a new technology within a union environment to create reasonable and fair performance standards
- Helps ensure greater quality production efforts by using voice-directed process workflows to support SOPs
- Provides management detailed shift reporting and worker analytics to maximize performance



*Technician Using a Kanban System*

# Enabling Tier 1 and Tier 2 Suppliers

## Partnering to Provide Uncompromising Service and Quality

The return of industry production volumes to near pre-recession levels is great news for the industry. Scratch the surface, however, and there are many Tier 2 suppliers in a tenuous position; with aging equipment, limited capacity and a workforce that has lost much of its experience.

Like their Tier 1 customers, most Tier 2 suppliers experienced significant drops in volume in 2009. In response, they too decreased their workforce, reduced or eliminated excess capacity, reduced spending on capital investment and other measures.



*Tier 1 Supplier Production Operations*

Many of the most experienced employees decided to simply move on or retire as layoffs took their toll.

As a result, many tiered suppliers find it difficult to increase volumes. In order to support a healthy supply base, Tier 1 customers need to keep a watchful eye on their supply and, when appropriate, utilize their greater resources to support their sub-tiers through the automotive recovery.

Vocollect Voice Solutions provide you with streamlined best-in-class business processes to take your organization to the next level of operating efficiency. We will help you identify additional ways to reduce your operating costs, while supporting your customer service level commitments.

### The Business Value Provided by a Vocollect Voice Solution:

- Helps support and streamline cross docking order staging for maximum throughput
- Helps ensure that orders are available for JIS customer utilization
- Helps ensure orders are accurate and staged correctly for shift Kanban carts at shift start
- Helps ensure greater worker throughput to reduce fulfillment costs
- Helps ensure efficient worker assimilation with voice-directed process workflows



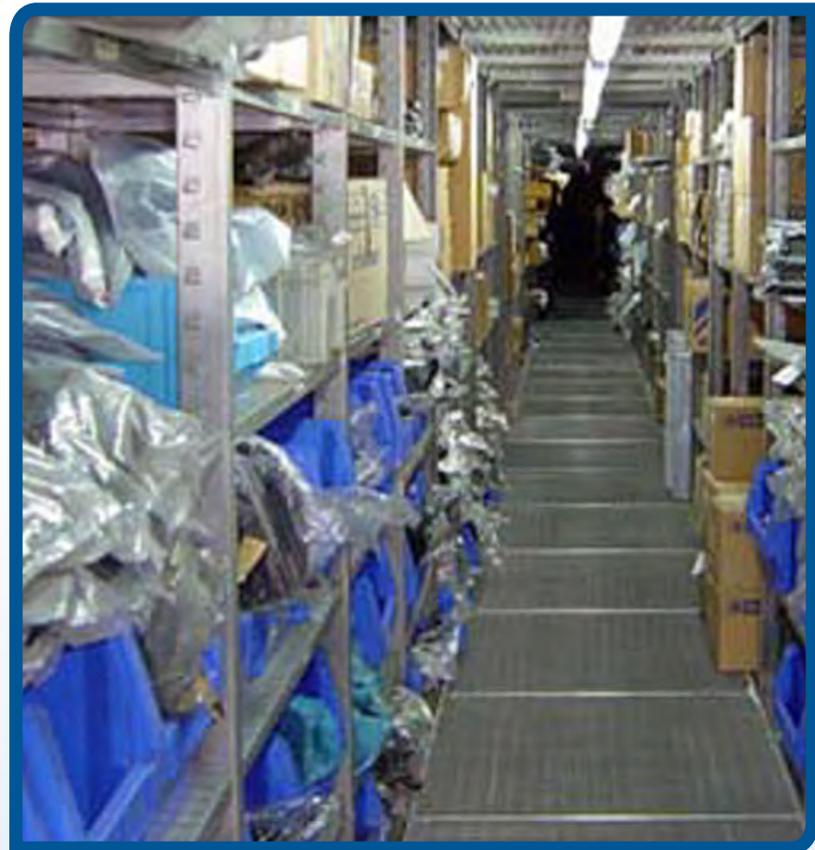
*Tier 1 Supplier Distribution Center*

# Automotive Logistics

## Improving Delivery Accuracy and Supply Chain Inefficiencies

Many of our automotive logistics customers provide in-plant services to streamline automotive plant line sequencing. Vocollect Voice has been successfully used in cross dock operations to help make your people more productive, your organization more efficient, and your company more competitive. We help our customers achieve the highest level of delivery reliability, including the improved support for milk-run distribution and collection. Our mission is always to help you provide operationally effective systems that offer potentially significant supply chain cost reductions.

We understand the demands of the automotive market, and getting the right parts delivered at the right time and with the right quantity is a key component to your success. Vocollect Voice has an extensive and long successful history working with customers in automotive logistics as they work with their customers to get to market. Our voice solutions can help you improve parts availability, optimize your inventory, reduce lead- and cycle-time, and improve order accuracy. Our automotive logistics customers actively work to reduce costs and inefficiencies, while improving processes which is reflected in their customer service scorecards. We help our customers to simplify their processes and services by helping our logistics customers better manage their processes, so they are able to spend more time focused on service, productivity and innovation.



*Automotive Logistics Provider Inventory*

### The Business Value Provided by a Vocollect Voice Solution:

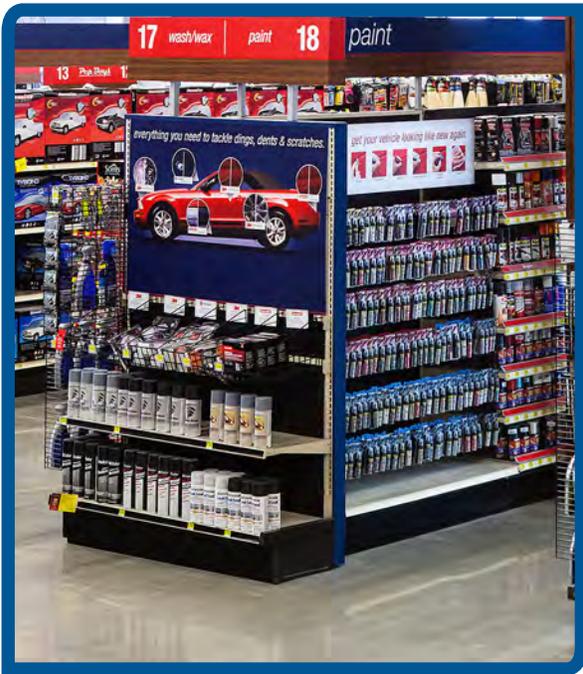
- Increased product throughput to better support timely order fulfillment requirements
- Improve order accuracy and improve truck loading process
- Help your customers reduce in-plant inventory needs
- Help reduce excess inventory with greater order fulfillment accuracy
- Streamline cross dock operations for more efficient line sequencing staging
- Enhance milk-run logistics set-up and loading organization

# Automotive Aftermarket

## Providing Process Improvement Solutions for the Automotive Aftermarket

The Automotive Aftermarket's "sweet spot" of vehicles typically 6 to 12 years old continues to show strong support for growth and is projected to expand rapidly after 2018. The aftermarket segment which includes the manufacturing, distribution, retailing and installation of all vehicle parts, chemicals, tools, equipment and accessories is focused on keeping vehicles on the road operating safely and efficiently.

Automotive Aftermarket companies are driven to deliver the right part, at the right time, at competitive prices.



*Automotive Aftermarket Retailer Store*

While the growth of e-commerce is providing new channel opportunities, competitive market forces will continue to apply margin pressure, leaving little room for error and operating inefficiencies. Whether your customers are dealerships, commercial customers, do-it-yourself (DIY) or do-it-for-me (DIFM) or a mix of the above, there is a business need to reduce operating costs and ship perfect orders the first time. Vocollect Voice is a competitive differentiator that you can fully leverage to improve your operational processes.

Driving the greatest efficiency and accuracy to achieve those objectives with your operational processes is where Vocollect Voice can help. Vocollect Voice Solutions provide you with streamlined best-in-class business processes to take your organization to the next level of operating efficiency. We will help you identify additional ways to reduce your operating costs, while supporting increased workforce productivity and greater worker accuracy.

### The Business Value Provided by a Vocollect Voice Solution:

- Increased order throughput with a proven ability to reduce errors by 80%
- Improved worker productivity and workforce throughput
- Improved worker safety with 'Hands-Free, Eyes-Free™' ergonomics
- Reduced training time to quickly onboard temporary and new workers



*Automotive DIY Tools*

# The Vocollect Voice Solution

## Optimize Your Business with Voice

Vocollect understands that time to value cannot be measured in years. Success must be measured in weeks and months. Your velocity toward gaining business value is a key operational deliverable and a reason why Vocollect continues to stand tall as the industry's dominant voice solution. Most customers show a measurable "hard" investment break-even in less than nine (9) months. This does not even take into account the many "soft" benefits obtained from implementing Vocollect. You achieve business benefits rapidly by starting with best-in-class business processes, proven at thousands of individual customer implementations.

We have a proven global best practice pedigree across a multitude of industries with extensive expertise in the automotive industry. Vocollect excels at providing more successful multi-site implementations than all of our competitors combined. We attribute this success to providing our customers with quantifiable value after their first site implementation, which provides the continuing business justification to implement our solution at additional locations.

As the leader in the voice industry, we offer the most comprehensive end-to-end voice solution in the world. The new Vocollect Talkman® A700 Solution represents over 25 years of gathering extensive industry domain expertise and our ability to combine our purpose-built, best-in-class workflow process components to help you create a voice solution that meets your unique business needs, while maximizing your existing IT investment.



*Worker Using the Talkman A700 Solution*

Our Talkman A730 mobile device breaks down the long-time perceived walls between voice and scanning. Vocollect is proud to be the first and only organization in the world to have designed an ergonomic solution that optimizes voice and scanning in a single mobile device.

Within a Talkman A700 Solution, your business can choose from models without a scanner end-cap as well as models supporting wired and wireless headsets. The solution, which combines the Talkman A730 and SRX2 wireless headset ensures you reduce worker downtime with predictive battery management and BlueStreak® Speech Recognition with SoundSense™ technology, developed for loud industrial environments.

Once again, Vocollect has set an entirely new standard for the automotive industry and how workers work - there has never been a better time to find your voice.



*SRX2 Wireless Headset*

*Talkman A730 - Optimized for Voice & Scanning*

# Improved Accuracy. Increased Productivity. Real Business Results.

Vocollect by Honeywell is the leading provider of innovative voice technology solutions that help companies with mobile workers run a better business. Together with a global team of over 2,000 Vocollect Certified Professionals, Vocollect enables companies to save more than \$20 billion annually through further optimization of operations, improving business decision capabilities, and delivering the industry's premier worker experience in challenging industrial environments to nearly one million mobile workers who move in excess of \$5 billion of products every day.

Vocollect integrates with all major WMS and ERP systems and supports the industry's leading handheld computing devices. Visit us at [www.vocollectvoice.com](http://www.vocollectvoice.com).

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