

# Vocollect by Honeywell Case Study

## Schweppes Australia



### Voice Results

#### Objectives

- Replace paper-based operation with Vocollect Voice technology
- Improve picking efficiency and distribution accuracy
- Improve productivity
- Equip managers and supervisors with work flow visibility
- Provide a safer workplace for employees

#### Application

- Case/Carton Picking

#### Installation

- Vocollect Voice seamlessly integrated with Schweppes' ERP system (SAP®)
- Vocollect Talkman® A500 Mobile Computing Devices
- Vocollect SRX2 Wireless Headsets

#### Results

- 90% reduction in carton picking errors
- Pick rate increase of approximately 20%
- Training time reduced while productivity increased
- Greatly enhanced worker satisfaction levels due to the 'Hands-Free, Eyes-Free™' nature of the voice solution
- Real-time monitoring and management

### Schweppes Distribution Centre Cans Paper and Finds its Voice

#### Introduction

Iconic brand Schweppes has been delivering premium quality non-alcoholic beverages to Australians for over 150 years. First pioneered in Geneva in 1783 by Jacob Schweppes, the remarkable process of capturing and bottling bubbles was brought to Australia in 1850. The first Schweppes factory was built in Sydney in 1877.

Today, Schweppes Australia is a beverage powerhouse, boasting 1,800 employees, 11 manufacturing sites and 12 distribution centres across the country. It manufactures some of Australia's most loved and popular drinks including Schweppes, SOLO, Cottee's, Spring Valley, Pepsi and Gatorade.

Schweppes Australia distributes and delivers beverage products to more than 30,000 customers nationally. One of its largest distribution centres, the Archerfield site in Queensland, services a large majority of the state's market. Over 40 employees pick up to 16,000 cases daily, which are then delivered to more than 5,000 customers.

#### The Challenge

##### Accurately Identifying Products and Eliminating Task Redundancies

Until recently, the Schweppes Archerfield DC operated using a paper-based picking system and the process of planning each load could take a worker up to 15 minutes. As many of the product descriptions are similar, workers could easily misread information resulting in delivery errors. Stock tracking also was made difficult due to multiple SKUs and pallets being stocked at each picking location.

In order to combat the inaccuracies and inefficiencies caused by an outdated paper-based picking system, Schweppes Australia decided to implement a fully-integrated voice-directed solution.

According to Schweppes Australia's National Logistics Execution Manager, Danny Murphy, what Schweppes Australia set out to do was actually much more than just replace paper.

"Our goal was to build a fully-integrated system that would eliminate the double handling of pallets and non-value-added repetitive tasks, as well as provide our managers and supervisors with visibility in the workplace and create a safer place to work for our workers," said Murphy.

#### The Solution

##### Automating with Vocollect Voice®

With the Vocollect Voice solution, a worker is provided with a pallet label and then gives and receives verbal prompts which directs them to the correct picking location. The location is confirmed by the use of a check digit upon arrival – removing any confusion

*"We've seen a significant improvement in the allocation of resources, productivity and accuracy since introducing the Vocollect Voice solution. Within the first week of using the voice system, our carton picking errors were reduced by 90 percent."*

**Mike Heide**  
Queensland Distribution  
Manager  
Schweppes Australia

about location. The voice system then prompts the worker as to how many cartons to pick and the worker repeats the quantity back to the system.

Due to the automated nature of the new Vocollect Voice solution, Schweppes' workers can be trained in a much shorter timeframe. They can now set up voice templates for new operators in 10 minutes and a worker can be trained on the product range within 20 minutes. This contrasts to the old system where it would take up to two weeks before an operator could be fully confident to pick unsupervised.

## The Results

### A Seamlessly Integrated System Delivering Customer Orders More Accurately and Expeditiously

Implementing the Vocollect Voice solution established an automated system that reduced carton picking errors by 90 percent and resolved the issue of product identification, previously a major challenge for the Archerfield warehouse. Under the paper-based system, workers had to identify 400 different products in the warehouse – some of which have markedly similar packaging, such as Pepsi® and Pepsi Max®.

Schweppes also has experienced productivity benefits for the workers, particularly when it comes to product replenishment, which have already achieved a pick rate increase of around 20 percent.

The Vocollect Voice solution provides real-time visibility into each worker's shift, the availability of accuracy and productivity figures under the new system means management can now clearly identify what each worker is picking, their pick rate and how much work they've completed. Where managers used to manually review each worker's paperwork daily, they now simply press a button to access a comprehensive productivity report for each picker at any point during the work day.

Archerfield's Distribution Centre Manager, Nathan Lucinsky has also witnessed greater accuracy in order completions.

"We can gauge the workload at the beginning of the day and flex our casual labour force based on this information, rather than waiting for the end of the day to determine how much work is still required. The new system has allowed us greater accuracy for our customer deliveries," observed Lucinsky.

Schweppes considers the biggest benefit of the Vocollect Voice solution to be the seamless integration with all of the warehouse systems. As a result of implementing voice, they were able to activate a more efficient and accurate real-time replenishment system, attain a stronger batch control at their pickface, and they're providing a safer work environment for their employees.

## Safety First

Voice is well-suited to operations such as Schweppes because it allows workers' hands to be free for picking, rather than occupied with paper, scanners or labels. Drivers no longer need to refer to their pick sheet whilst driving; they now receive all instructions via a wireless headset, so as not to be distracted.

"Safety in the workplace is a big priority – we want to make sure our employees work in a safe environment. Under the old system, forklift operators would drive around the warehouse with their heads down looking at their pick sheet. Under the new system, there's no paper so their heads are up and they are visually checking to make sure everything is safe as they drive around," Nathan Lucinsky, Archerfield DC Manager, Schweppes Australia emphasised.

## Schweppes Automation an All-Round Winner

Schweppes Archerfield's distribution centre is not the only winner following the implementation of the Vocollect Voice solution. The improvements in efficiency, productivity, visibility and safety have enhanced the site's supply chain performance – a benefit that is ultimately passed on to the customer, who benefits with quicker and more accurate deliveries.

Schweppes Archerfield's workers are also incredibly pleased with the solution, valuing the investment made by their managers to ensure that they have access to the latest technologies that will make their jobs much easier and safer.

## Future Plans

Given the success of Archerfield, Schweppes Australia's General Manager of Logistics and Customer Service Operations Ian Gatenby has plans to roll out Vocollect Voice nationally.

"We would like to leverage the benefits we're seeing at Archerfield right across our network. Ideally, Archerfield will set the picking standard in Australia. We have already seen a range of productivity, quality and safety improvements. Most importantly, we have seen the benefits to our customers. We've had a terrific experience at Archerfield, and I strongly recommend using this technology across all our distribution centres. I see it as another milestone step in our journey to becoming a best practice workplace," said Gatenby.



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### About Vocollect by Honeywell

Vocollect by Honeywell is the leading provider of innovative voice-enabled workflow and data collection 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 by further optimizing operations, improving business decision capabilities, and delivering the industry's premier worker experience to nearly one million mobile workers who process more than \$5 billion of products every day in challenging industrial environments. Vocollect integrates with all major WMS and ERP systems and supports the industry's leading handheld computing devices.

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