

Körber Supply Chain

Master Class Series

Today's Class:
Augmenting the workforce with AMR



Speakers



Thomas Goldsby

Professor

James A. Haslam, II Chair of Logistics
The University of Tennessee Knoxville



John Santagate

VP - Robotics

Körber Supply Chain

Supply Chain Master Class: Disruption Mitigation

Why are we here? What are we trying to accomplish?

Class Schedule:

- October 15: Building a resilient supply chain
- October 20: Post-COVID supply chains: lessons learned
- October 22: Augmenting the workforce with AMR
- October 27: Post-COVID safety measures for employees

Master Class Series – On-Demand

- *Addressing Labor Challenges*
- *Cold Storage Trends*
- *Warehouse Technology Excellence*
- *Workplace Efficiencies and Safety*
- *SAP Supply Chain Excellence*

Housekeeping



All phone lines are muted

Recording of today's class and slides will be emailed to you within 48 hours

Questions:

- Ask questions during today's class in the GoToWebinar Questions window
- Questions will be addressed at the end of today's class or we will follow up with questions via email after class

Handout: Innovative Technology for Seasonal Peaks

Poll Question: How do you see your workforce changing post-COVID?

Up, Up, and Away



One e-commerce logistics provider plans to bring on 25,000 seasonal workers this year, up 19% from 2019

One Solution... Automation?



Yet, some say, automation...

- is the domain of mega shippers
- takes substantial investment
- replaces human labor
- needs custom-designed space
- once implemented is fixed and inflexible
- applies only to repetitive tasks and standard units
- does not scale up/down incrementally – it's ideal for steady, high volumes
- requires several months to install and get up to speed
- calls for specialists to remain on-hand for sustained performance

Some Observations from Today's Speaker



“Whereas traditionally a DC may have had to ramp up during peak seasons from 50 to 100 people for example, it could now achieve the same by adding 10 people and 25 robots.”

“People can do things that robots can't do; you can't do a complete job without them. The real value of technology is when it augments with people's ability, to help them be better at their jobs”

John Santagate
Vice President of Robotics, Körber Supply Chain

Avoid

Respond

Mitigate

Augmentation Comes In Different Forms



augmentation

noun [C or U]

US / ɔːɡ.menˈteɪ.jən/ UK / ɔːɡ.menˈteɪ.jən/



the process of increasing the size, value, or quality of something by adding to it:

- *I think of making computers smarter as intelligence augmentation.*



Importance of Using the Best Tool for the Job



Increase Speed

Improve Efficiency

Increase Accuracy

Increase Quality

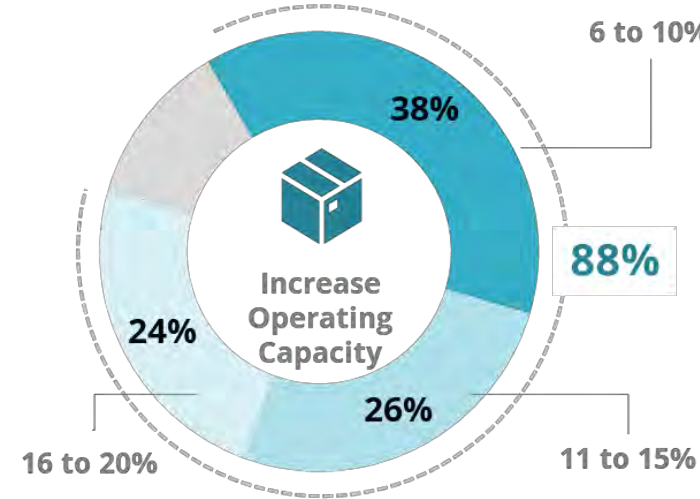
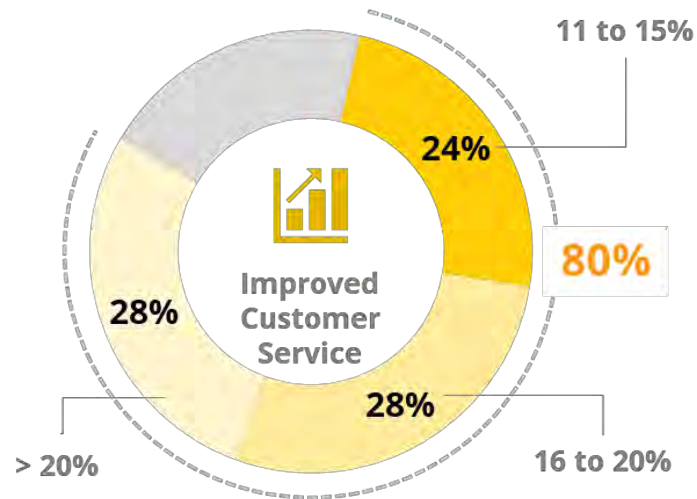
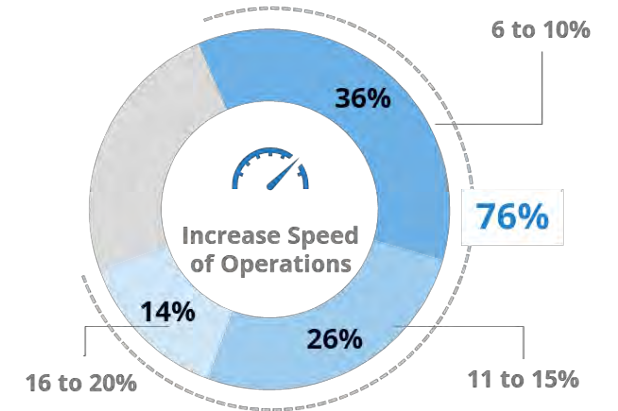
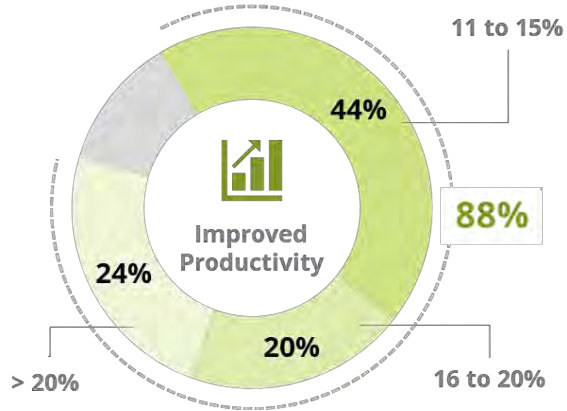
DO MORE WITH LESS



Robotics Driving Real Impact on Operational KPI's



Q. To What Degree have robots improved your business operations where deployed?



How AMR's Enhance Worker Performance



Efficiency

Improve operational throughput to drive operational excellence



Improve Labor Management

Reduced reliance on in aisle pickers, reduced wasted movements



Scalable, Flexible, & Adaptable

Quickly increase capacity and/or support new locations with the same system



Increase Quality

Reduce errors and improve worker performance accuracy



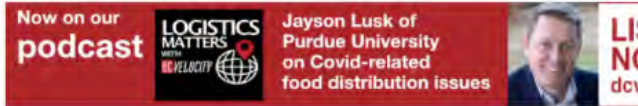
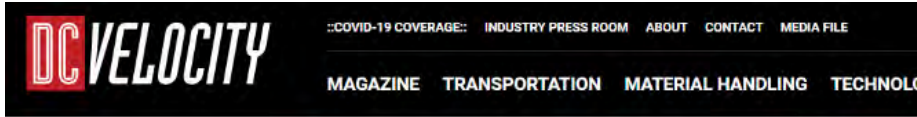
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What It Means For Disruption Mitigation

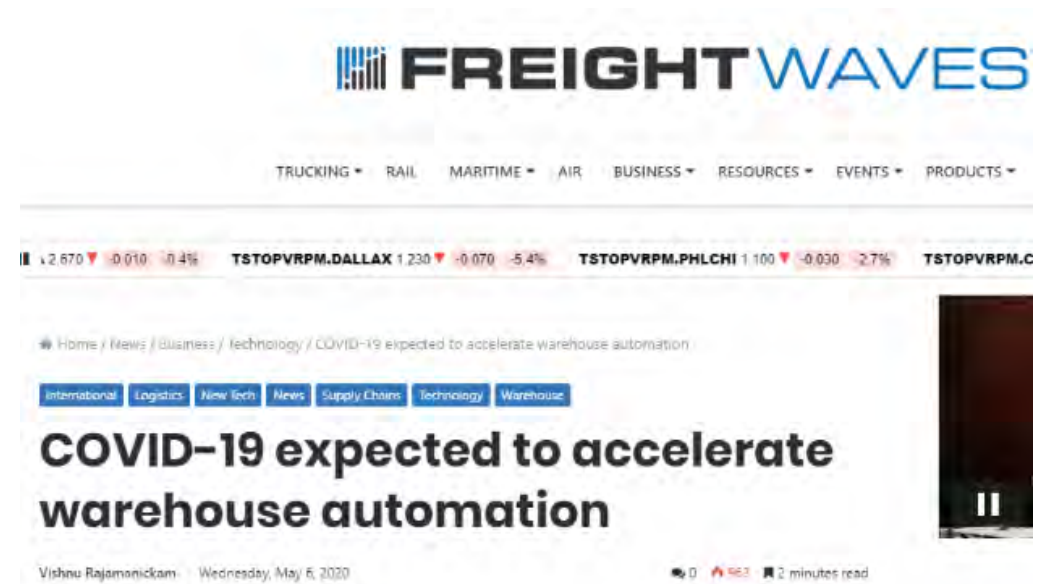
- Quickly adapt to change
- Improve ability to recover from disruption
- Reduce training times
- Improve scalability
- Improve worker safety

Adapting to Challenges with Robotics



Logistics automation providers add social distancing features to robots, software

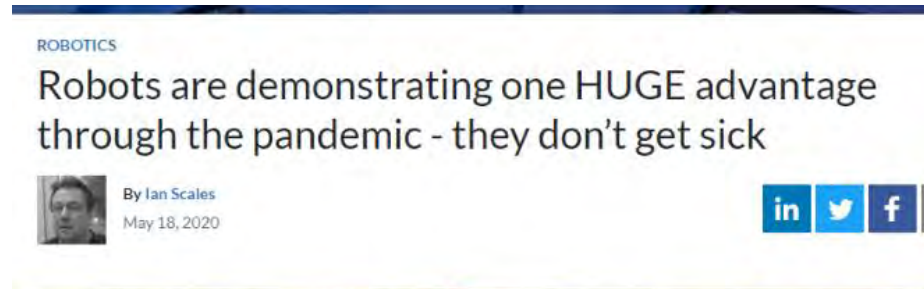
As states consider reopening, technology keeps warehouse workers separated to handle booming e-commerce orders.



MUST READ: Crooks are using realistic-looking webpage templates to trick you into handing over personal data

Robots are taking over during COVID-19 (and there's no going back)

With workers sidelined, automation firms are aggressively touting their technology.



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Next Level Human Augmentation



Questions & Discussion

Next Supply Chain Master Class



Post-COVID safety measures for employees

While always a vital consideration for any distribution center, safety measures in a post-COVID world are a focal point of any operation. Join Michel Perez-Guzman on October 27th as we discuss best practices in post-COVID safety and look at recommended ways to keep employees safe.

Contributor:

Michel Perez-Guzman

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Körber Supply Chain