



**SYNTHESISED VOICE
CONTROL OF
ORDER PICKING**

Developed by the Norbert Dentressangle Group logistics pole and retailer customer Carrefour, the synthesised voice controlled picking system fully meets its objectives.

For Norbert Dentressangle Corbeil and Bassens warehouses dedicated to Carrefour, it boosts reliability and delivers virtually zero defect service quality for the shops supplied. Now operational, the system will soon be used by other clients.

Key words for productivity

Carrefour set out to harmonise and simplify Grocery and Liquid picking procedures in the dedicated Norbert Dentressangle Corbeil (Essonne) and Bassens (Aquitaine) warehouses. The objectives were to improve shop delivery quality and supply exactly what they ordered. The synthesised voice order picking system is the ideal solution to these challenges. Used for layer or parcel stock picking, the voice command is

transmitted by radio in real time. Quite simply, the central computer system tells the picker what to pick. The computer talks to each picker via a “talkman” headset. The picker can also tell the computer what is happening via the headset. It recognises the voice of the picker and a vocabulary of about thirty words and figures. The system indicates the address of each batch and the number of parcels ordered. The picker confirms the quantities picked. If an item is out of stock, the order procedure is initiated automatically.

**Immediate
benefits**

- Significant productivity gains plus extra picking reliability and quality.
- Free hands and permanent guidance of the picker by orders from the computer.
- Update of inventories and rotations in real time.
- Traceability of warehouse operations.

A gain in productivity and virtually zero defect quality for the stores delivered.

The synthesised voice order picking system quickly demonstrated its effectiveness. Logistics Division Engineering Director Richard Noël says: *“Productivity improved significantly. Continuous picker guidance by the computer “voice” simplifies work and boosts productivity. An additional benefit is that as there is no paperwork such as lists of references and quantities, the pickers' hands are free to handle parcels.”* The system will soon provide customers with other benefits such as real time stock position updates and stock rotation data.



When a minimum threshold for a given product is reached after picking, the system automatically asks the picker to count the remainder. In addition, the extra traceability of warehouse operations boosts picking reliability and quality.

“For Carrefour, voice-controlled picking has improved the quality of the orders delivered to stores. We are very close to zero defect”, Richard Noël emphasises.

Now Norbert Dentressangle has started to market the synthesised voice order picking control system to other customers, highlighting the quality and economic benefits it generates. A real competitive advantage.



With continuous guidance from the voice system, pickers can increase their efficiency.