

Taking Warehouse Worker Skills to a New Level

General Electric is a global leader in MRI machinery and other major healthcare equipment. In a GE Healthcare manufacturing facility in Florence, South Carolina, the Skylight industrial augmented reality (AR) application platform from Upskill is helping workers fulfill MRI parts orders flawlessly and faster. Much faster, in fact: Initial results show that Skylight can enhance worker performance by up to 46%.

Situation

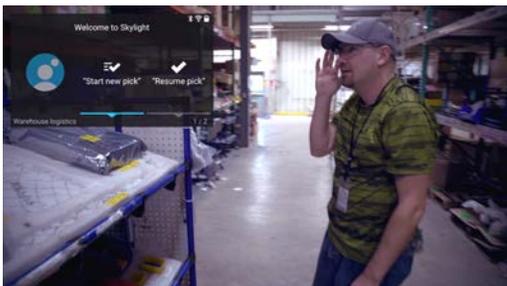
The Florence warehouse is stacked high with hundreds of major and minor MRI parts from dozens of suppliers. This is a busy and dynamic facility, with parts stored in multiple locations moving quickly to the floor.

In the past, warehouse workers flipped through printed orders to locate parts and walked, sometimes across the entire warehouse, to a computer workstation as they found depleted stock locations to search for alternates.

Solution

Today's that's changed: workers using the Skylight platform can now see the items to be picked displayed on their smart glasses, with details like:

- Item description
- Quantity needed
- Primary and alternate locations



Worker begins new order by selecting "Start new pick" in Skylight.



Worker locates item based on information provided in line-of-sight.



Company

GE Healthcare
www.gehealthcare.com

Industry

Medical device manufacturing

AR Solution

- Skylight
- Glass Enterprise Edition

Use Case

- Pick and pack
- Kitting

Benefits

- 46% increase in productivity
- Reduction in work order errors
- Faster worker onboarding

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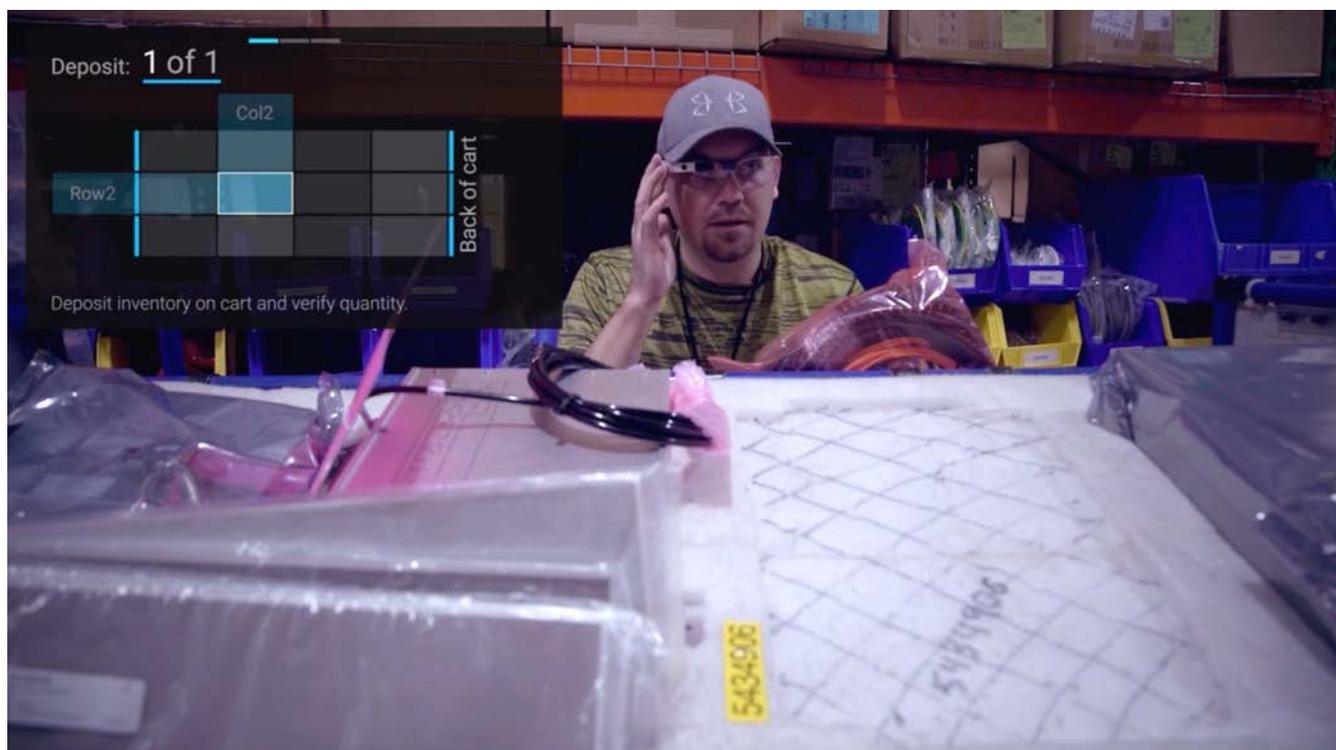
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The system gives workers pick lists and recommends real-time alternate location suggestions directly in their line of sight. To confirm picks and get orders, workers can just say "Hey Skylight" to activate voice control, then use commands like "scroll forward" and "confirm pick." If they prefer, they can tap or swipe the touchpad on the glasses to see the options and confirm their choices. If the item is completely out, the worker uses Skylight to mark it "Not in Location" (NIL) and continues to the next item.

On the back-end, Skylight integrates with GE's warehouse management system to retrieve the current and alternate locations for each item. As the worker fills his cart with parts, Upskill keeps track of what has been collected, and what couldn't be located—then prepares a report at the end.

Results

Early results have been terrific for the GE team. Using Skylight, the first warehouse worker to fulfill a picklist order on smart glasses completed the task 46% faster than with the existing system. While that's certainly on the high end of typical first experiences—results vary by worker and task complexity—the average across the Upskill client base is a robust 32%.



Skylight directs the picker to place a picked item in a bin located at Column 2, Bin 2 within the moving cart.

That's a lot of added productivity, and not a moment too soon: In 2017, GE announced a \$40 million expansion of its components production operation in Florence. With productivity growth rates slowing, workforces aging, and a fast-growing gap between the number of open manufacturing jobs and the people qualified to fill them, it seems Upskill has arrived in Florence just in time.

Together, GE Healthcare and Upskill are changing the trajectory of worker productivity. And that's just the beginning.