


Distribution Center MANAGEMENT

Voice may alleviate communication problems

“In many North American distribution centers, it is not uncommon to have 30-50%, or higher, direct labor force with a mother tongue other than English,” writes Marc Wulfraat in a white paper entitled Voice Technology the Distribution Center.

“This can lead to difficulties training new associates who may be forced to deal with English language instructions or paperwork. Speech technology offers some benefit in this area by enabling operators to interface with the computer in their own language.”

Wulfraat, a partner with Kom International, a supply chain consulting firm headquartered in Montreal, warns that it is important to make sure the voice technology system can support multiple languages concurrently, however.

To download the entire report, which provides an in-depth look at the use of speech technology in the warehouse, visit www.komintl.com and click on “white papers”. 

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28 West 25th Street, 8th Fl., New York, NY 10010
Telephone: 212-228-0246 -- Fax: 212-228-0376
Email: info@DistributionGroup.com