

SNAPSHOT

VISIBILITY IN THE SUPPLY CHAIN USING SMART GLASSES TECHNOLOGY

Project Report Reference: 2019-1064

Date: 25 March 2020

Project Description

Creating visibility across all stages of the food supply chain is vital to ensure organisations can demonstrate they are conforming to the compliance requirements of the relevant domestic and international regulatory authorities. There is also a need to deliver significant value to the end customer. The strict import and product quality requirements demanded by both Chinese authorities and the Chinese consumer make these compliance measures even more imperative considering the value of the Chinese food export market to Australia. There has been significant discussion and effort made to improve supply chain transparency and traceability. Some argue there is still considerable room for improvement. This project aimed to design, develop, integrate, trial a smart glasses remote inspection solution that can address some of these compliance pain points. Additionally, visitation and travel bans as a result of COVID-19 are putting immense pressure on businesses operations and food safety. Technologies that facilitate remote inspections add tremendous value and opportunity to improve operations.

Project Content

This project aimed to design, develop, test and trial a relatively low-cost technology solution that can address some of the travel related expenses involved in performing on-site audits and inspections. The proposed solution to these challenges is the adoption of Smart Glasses technology platform. This innovative technology allows remote observation/auditing that feeds real-time video stream to the government and inspection compliance agencies anywhere domestically and internationally e.g. CAIQ (Beijing).

Project Outcome

There were multiple project outcomes that lead to demonstration of the smart glasses technology being applied to meat processing environment. In addition, a pathway for industry adoption of remote inspections was also prepared.

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The value and efficacy demonstrated in this project make a compelling case to overcome travel restrictions, lift food safety standards, and create real-time visibility into production facilities.

Benefit for Industry

More productive work - Reduce amount of time it takes to do work.

When encountering issues during a task that require a second opinion or help, video connectivity using smart glasses can significantly speed up the time to resolve the issue. By showing someone what you are seeing in Realtime, issues can be resolved in a fraction of the time it normally takes communicating via phone or email. In some instances the time needed to travel is removed as you can get eyes on the situation from your office desk anywhere in the world.

Higher Quality Output - Increased audits leading to improved quality

Visual audits and inspections are a tried and proven method to improve quality control across an organisation. Often these audits are limited by time and availability of an auditor to complete the task. Using smart glasses, an organisation can dramatically increase the number of visual audits completed. Leading to a marked improvement in product quality.

Improve resource utilisation and Lower labour costs:

Key areas where the use of smart glasses can assist to improve resource utilisation, intern lowering labour costs.

- Accelerate new hire ramp-up time by mentoring employee's remotely on the job
- Optimise access and use of remote experts across the company whilst keeping them centrally located
- Reduce downtime of equipment via assisted maintenance
- Lower cost resources to do high skill work by mentoring, supervising and providing real time support for even the most complex tasks

Mitigate risk:

Risks across your business such as COVID-19 travel restrictions can be managed using smart glasses devices. Increasing the number of audits, maintenance checks will decrease the number and severity of unplanned events occurring. When and if an incident does occur, having clear, visual, Realtime communication tools such as smart glasses to respond to incidents both domestic and international is essential to reduce the level severity and harm to individuals and the organisation.

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