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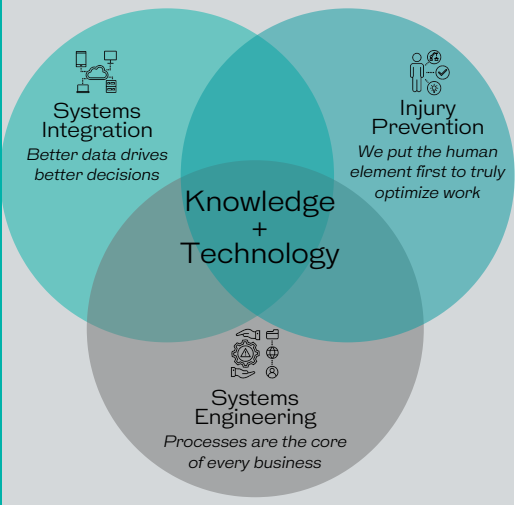

Safety Buy-offs

Use of Remote Assistance Technology to Enhance the Equipment Buyoff Process

Client

Automotive manufacturer

Problem statement:

1. Cross-functional team working on a project at Automotive OEM is required to attend a physical in-person buy-off at the supplier on-site to review new equipment before it is approved to ship
2. Certain critical team members are unable to attend the buy-off in person due to conflicts with scheduling and travel restrictions
3. The buy-off must be completed on time, otherwise, the entire New Product Introduction (NPI) process will be disrupted at the plant resulting in line stoppages

Solution implemented

- Remote Assistance tools leveraging Augmented Reality (AR) headsets and tablets deployed to team members supporting on-site
- Headsets with cameras and tablets allow for real-time point of view (PoV) high-definition streaming over the network to remote participants
- Augmented Reality capabilities allow both parties to 'mark up' the physical environment with free-hand sketches and a library of useful identifiers (arrows, circles, etc.)
- AR improves communication between parties, ensuring total confidence is achieved by those who were unable to attend the physical buy-off and instills confidence when signing off on equipment remotely

Results

- Cost savings by having the equipment ship on time, without upholding the NPI process
- Cost savings by reducing the number of persons traveling to support the buyoff
- Reduced errors by leveraging Augmented Reality 'mark-up', strengthening communication between in-person and remote participants

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