

[music]

-Sometimes it's
a very difficult environment
to work in.

-Well,
I think specifically young generations
don't go for the paycheck anymore,
they go for a purpose.

We can give purpose by providing data.

-We get great feedback
from the management staff
of the warehouses
and distribution centers relative
to VR.

[music]

-Remember those times
when you were burning

the midnight oil cramming

for an upcoming exam

in your dorm room?

Your stomach was growling, but your stash

of ramen noodles had run out.

Desperate and hungry, you turned

to your go-to late-night eatery

and had your favorite dish delivered right

to your door.

[beep sound]

Don't know if you noticed,

but this is a perfect example

of the critical role

that the supply chain plays

in our daily lives.

[music]

-The supply chain industry is

like a thrilling rollercoaster ride

with unexpected twists and turns

that always keep changing,

but no matter what changes,

the need to move products

to customers will always remain.

That makes it a great place to be in.

No matter your degree, there's a field

in the supply chain to facilitate it.

You could be in accounting

or tech development,

or you could be in sales

or client servicing,

and there's no shortage of opportunities

in the supply chain.

The real challenge

the industry faces today

is finding enough talent.

-With hiring,

I think that a lot of the labor

and the manual task inside
of the warehouse distribution center space

is very challenging.

-That's Dr. Thomas Evans.

He's the Robotics Chief Technology Officer

at Honeywell.

Honeywell is among the developers

in the robotics space,
especially when it comes

to warehouse robotics.

These solutions aren't just created

to improve efficiency and speed,

but because this industry cares
about what it's

like for the people working inside
these facilities with the goal

of improving these jobs

-Sometimes it's a very difficult
environment to work in.

-Imagine moving a 50-pound bag of flour up
a narrow winding staircase
to a third-floor storage area.

That's a challenging workout that requires
some serious maneuvering skills,
but it gets even tougher.

-As an example, trailer unloading
or manual depalletizing.

Trailer unloading can be done
in a very hot
and muggy environment in which associates
are picking boxes
and putting them onto a conveyor

or carrying them outside the trailer so,

the operators can do what they need to do.

Second, depalletizing,

a lot of those cases are

where pallets come

in that could have boxes

and cartons that are up to 80, 100 pounds,

and we see that there could be

some issues with doing

that for eight-hour shifts

over multiple days.

-Of course,

supply chain work can be tough,

but tell me one industry where work isn't.

Let me tell you a secret.

Remember that Iron Man suit

that was being worked

on from 2008, that's still not here,

but companies are developing
the next best thing.

-A lot of the assistance
that our robot provides can be

in the area where they reduce
that high-labor intensity

and also the repetitive tasks
to a certain degree.

If there areas where the hard product

or the heavy product
or the repetitive operation

can be done by a robot

while the manual labor
workforce focuses elsewhere,

I think that's a big part,
generally speaking,
of how the automation helps.

-Automation is here
in the supply chain industry.

It's no BBA

but it is reducing
the physical strain on workers

and also making jobs easier
and more rewarding.

With things
like wearable scanning devices,

mobile robotics,
and automated palletizing machines,

workers can complete tasks
more efficiently,

increasing productivity
and increasing happiness

at work.

Who knows?

Maybe one day, we'll see
the Iron Man suit

become a reality.

-That consistency and that understanding

across the workforce,

that that solution is there

that they can go to when that 80-pound

of product comes in

on a pallet that's consistently stacked.

That's not something

that a manual labor looks forward to.

I think that is going

to give them a little bit

of reprieve and confidence

in their operations

that they have something to rely

on and they can consistently work

for 8 or 10 hours and be productive

and stay injury-free.

-Why is that so important?

Unless you're a volcanologist
or wild firefighter,

you don't want a lot of action on your job

that would injure you.

You just want to have
a rewarding experience,

learn something new,
make a difference, and get paid.

With technologies like these,
if you want to join

the supply chain or are already
in it, working becomes

more accessible.

As Thomas said, helps you focus elsewhere,

somewhere you can find purpose
and perhaps, your passion.

-Young generations don't go

for the paycheck anymore,

they go for a purpose.

We can give purpose by providing data.

-That's Thomas Zoehrer of sSy.AI.

They are an innovative company
that has managed to make cameras

into futuristic sensors
for 3D reconstruction of objects

in operation and allows
for physical interpretations

such as fatigue, activity level,
and much more.

This, of course, requires data.

-I think we can provide
an interesting work environment

with data visualization,
with engagement based on data.

With modern technologies,

our idea is to make

the workplace enjoyable, new,

engaging, interactive, collaborating,

and such kind of things.

-With the latest tech

and cool data visualization tools,

you and your colleagues can team up,

see your career growth in real-time

and make adjustments on the fly.

It's like a video game

where you can level up

your skills and have a blast doing it,

but if you like video games,

stick around because we'll show

you how your gaming skills will allow you

to fully immerse yourself

in learning, training,

and upskilling in supply chains.

-We get great feedback
from the management staff
of the warehouses
and distribution centers relative
to VR.

-We wanted to know what sort
of things a young hire
can expect to acclimate
to when they find their desk.

We caught up with the CEO of one
of the largest associations

in the supply chain industry, John Paxton.

-I would describe it as really cool.

If you see what's going
on in the technologies,

I would say it's something
that will always be there,

it's always going to have a need
for talented people,

it's a really interesting
and innovative industry

that once you get in,
your opportunities are unlimited

to continue to learn and develop,

and it's a great industry to have fun.

Once you have them in your facility,
what is the culture of the company?

How do you help them?

How do you develop them
and skill them and train them

so that they can continue to progress
and to handle future technologies?

-In turn, future technologies
are being used to train

and upskill the supply chain.

How?

Well, you might think you're a newbie,

but if you are someone

who enjoys playing games

like Cyberpunk and Grand Theft Auto ,

or even Mario ,

you could already be a ninja,

a master to operate a remote control unit

in the real world.

Kristi Montgomery,

the vice president of Innovation

at Kenco Logistics, is leading the charge

in revolutionizing

the supply chain industry

with the remote control unit.

-One of the things we're really excited

about with the remote control units is,
if you think about it,

the current generation,
very focused on video gaming

and highly skilled at it, highly skilled.

You think about that concept of,

"I have a true innovation lab

where I have 10,000 square feet
of warehouse space where I test

these type of solutions."

As I bring customers into that lab

to see this technology
in action, as we're testing it,

I always get the comment of, "Gosh,

my son would be great at this
because he's great

at Grand Theft Auto,"

or whatever the case may be.

I think it's really,
how do we look at attracting

the new generation of workers

and making them excited

about our industry?

-Gamification is something

that the supply chain

is implementing to engage workers.

Here's another one.

You have a truck simulator,

farming simulator,

and my favorite, goat simulator.

[goat bleats]

Now imagine a hyperrealistic VR version.

Well, Michael Field, CEO
of the Raymond Corporation

is using virtual reality or VR technology

to train workers

in the supply chain industry

with forklifts, to be clear,

not [goat bleats] with goats.

-Our product is called the VR trainer.

It's all about helping operators

to better understand

how to drive a forklift

and how to be successful

in a warehouse

and distribution center environment.

Really, what this does is it's

a patented design

that allows us to connect directly

to the real truck

that the operator is going

to be driving.

When the driver,

the trainee, puts on the headset

in the VR space, there's

a trainer standing next to him.

That trainer can see,

through a display,

exactly what the operator

is experiencing.

-The first VR simulators date

all the way back to the 1950s,

when the Air Force bought them

to train pilots.

Back then, they were giant model cockpits

with panels and gyroscopes,

a far cry from today's headsets

and sensors

but hey, who would
have thought fighter pilots

and forklift operators would
have so much in common?

-One of the neatest things
about it is that a lot

of the picking operations

and some of the other
high lift operations,

new operators don't know
how they're going to react

to a vertigo type of situation,
or high up in the air,

so they get to experience the feeling

of being 30-plus feet off the ground.

If you have to do that with an operator

in real-time, you don't know
how they're going to react

and it can be really scary for them.

It helps to acclimate everyone
to understanding

what it is they're going to do.

-The beauty of VR technology lies

in its ability to create immersive,

high-risk scenarios in a safe
and controlled environment.

-The other piece of VR is
that it allows us to put them

in situations

that they need to react quickly
to an unsafe situation.

How do they do that?

In VR space,
they can experience tip-overs.

They can experience all sorts of things

that wouldn't normally happen,

that you would never want

to happen in a warehouse space.

-By simulating challenging situations,

you can build the skills

and confidence necessary to excel

in real-world operations.

Plus, the added benefit

of reducing stress and anxiety

during training can help

you perform better

and hopefully feel

more confident in your work.

-They need to know how to react

in a safe way and to control

the situation.

Also, to completely avoid it by using

the best practices relative to driving,

lifting at height, traveling at height,

and the slowing down process as well.

It really gives the operators
the ability to try out

the process of driving
a forklift and operating

in a warehouse space

in a controlled environment
that they can do it again.

They didn't do it right the first time,
they can do it again.

You don't always get
some of those opportunities

in real life if you're driving
that forklift

for the first time.

-Who says training and upskilling have

to be boring?

What do hardworking industry professionals

think about VR technology

and its contribution to safety and improvement

in the workplace?

-We get great feedback from the management staff

of the warehouses and distribution centers relative

to VR.

It allows the operators to experience new things

in a virtual environment, so they're not experiencing this

in real time.

It allows us to train operators

on multiple different types

of equipment.

You get to experience
that in virtual space before

you go into the real-time.

That's valuable to the trainers
and the safety people

within our customers' businesses
because they understand now

how to rapidly bring people up
to speed relative to driving

a new piece of equipment.

-This tech is changing the way we work

by increasing productivity,
knocking down barriers,

and improving everyone's job.

Plus, it's fun.

Isn't that what it's all about,
waking up every morning

and enjoying what you do?

That's what makes the ups
and downs in life worth it.

Coming up,

we'll see how innovation, identifying

and developing natural talents
in the supply chain industry

are leading to greater efficiency,

further innovations,
and success for companies,

employees, and customers.

-How do we use their natural talents,

the things that they're really good at,

and bring them to our industry
to put those to use?

[music]

-Imagine a team of problem solvers armed

with tech and a thirst for adventure,

collaborating to find fresh solutions.

By understanding

that younger employees

bring unique perspectives,

the supply chain is creating

an innovative,

tech-forward culture

where the possibilities

are endless but why do they

hold it in such high regard?

-An innovative culture is one

where there's teamwork

and collaboration.

The beauty and the power comes out

of multiple minds thinking about problems

and working together, and also

a culture that's willing

to take risks and willing to try things.

Not all ideas are great.

I come up with a lot of ideas and usually,

there's only a good one

every once in a while,

but to get the younger employees involved

in the discussion, asking their opinions,

and then building that culture

where you have the opportunity

to try things, you have the opportunity

to speak and bring your opinions forward,

and then building teams

to pilot different opportunities.

That's what I see as a culture

of innovation.

-If you're a young job seeker,
developing your skills

and staying adaptable is essential.

It's also important to identify
your natural talents and skills.

Companies that recognize and value

their employees' natural abilities

are more likely to provide opportunities
for growth and advancement.

By aligning your talents with the needs

of the organization,

you can contribute
to the success of the company

while also achieving personal fulfillment
and job satisfaction.

-How do we use their natural talents,

the things that they're really good at,

and bring them to our industry
to put those to use?

It is incredible to me today
what elementary school children

can do with websites,

building websites, and things like that.

Bringing that into our industry
and giving us that talent early

in the process,

it's just a phenomenal opportunity
I think.

You're going to see a shift
to more digital workforce

and a shift to more remote workforce even

within the warehouse floor.

I think that's really the trend

that you're going to see

within the supply chain industry.

-No matter where your talent lies,

there's probably a spot
for you in the supply chain industry.

Do you like puzzles and problem-solving?

Look into training in robotics,
blockchain,

or AI.

In a few years,
you might find yourself creating

the next ChatGPT or maybe you spend

your afternoons immersed
in pastels and Photoshop,

then you're a shoo-in
for a design position,

creating user-friendly digital tools
and interfaces.

The biggest takeaway
from all the people we talked

to was that the supply chain is
a place where employers

are dedicated to figuring out
what you're good at

and making you even better.

They improve their customer experience

and bottom line, and you get
a successful career.

That's the basis of fostering
a culture of innovation.

This, in turn,
can lead to greater innovation,
efficiency, and productivity,
and success for companies,
employees, and their customers.

-I think some of the innovation,

which Honeywell does,

we really focus on co-innovation
and working with our customers

and understanding firsthand, if they want

to drive automation robotics
into their systems,

piloting that, providing a proof

of concept inside of their system.

We've done that with a lot
of big players and big customers

that are looking to advance automation.

With that, in that period where we're

on their productivity site inside
of their facility for four,

five, six months,

developing the solution
or customizing the solution,

we've learned a lot
about what they want that's going

to differentiate that product
in their operations.

That, in itself,
is one way that we were able

to take voice of customer,
take their engineering teams,

work with our engineering teams,
and put that solution

on the floor that's going
to enable that best automation

in addition to facilitating
their manual workforce.

-Not only does incorporating automation
and collaborative robotics lead

to increased productivity,
but with collaborative robots

and AMRs taking care of the heavy lifting,

workers can play a new kind of game,

where they get to use
their unique talents and skills

to contribute to other areas
of the supply chain.

Companies can level up
their workforce by investing
in development and upskilling.

This means giving
your team members the power-ups
they need to take on bigger challenges
and unlock new achievements.

Just like in a game,
investing
in your team's skills not only makes
their jobs more enjoyable
but also unlocks greater innovation
and creativity within the workforce.

With the right training and support,

your team can become the heroes
of the supply chain industry,

breaking down barriers
and achieving epic wins.

-I think a lot of the focus is
how do you find

an automation system that can augment

that manual worker, can take away

the highly intensive labor task and put
that into a robot's hands, and then focus

the manual workers in an area

where they can provide
productivity elsewhere.

Other areas
are particular collaborative robotics

and AMR that can take
and can carry the load

from point A to point B

and utilize

a worker's productivity elsewhere,

instead of carrying something

across the facility

or across the distribution center,

is one way that's direct impact

of increasing their productivity.

There's nothing gained there

from a worker carrying a box,

carrying a package, driving a forklift

across the facility.

If they can stay in their workspace

and they can continue to be productive

while that material flows

to another area of productivity

and another worker picks it up

for operation.

-From sourcing, to manufacturing
and final product delivery,

the supply chain industry is a thrilling

and critical roller coaster
of the global economy.

With an exciting future ahead
for you, with innovation

and a passion for tech,
you could be orchestrating

the logistics of moving goods worldwide
in no time.

Keep up the enthusiasm, and in a flash,

you could be leading your own team

of supply chain superheroes,
ensuring products

are delivered quickly and securely.

The future of hiring,

training and upskilling

in the supply chain,

involves gamification,

automation, and digital technologies,

making it more exciting than ever before.

These innovative elements

will revolutionize the industry,

transforming work into a fun game.

Buckle up because the supply chain jobs

of tomorrow will endure and thrive.

Thanks for watching.

I'm your host, Kristine [?],

and we'll see

you on the next episode

as we explore the jobs

of tomorrow.

[music].