

[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].