

# MAINTENANCE AND INSPECTION: STREAMLINE YOUR CHECKLISTS WITH VOICE AUTOMATION

Achieve Consistent Documentation  
and Standardize Maintenance  
and Inspection Procedures

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Application Brief

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**Honeywell**



## SITUATION

Operations with mission-critical equipment recognize that every minute of downtime severely hampers productivity. Companies with high-value assets — such as automation and manufacturing machinery, fleets of vehicles for transportation of people or loads of products, and other essential equipment — cannot risk the operational disruptions caused by performance issues. Further, companies in regulated industries must comply with precise requirements for inspection and documentation.

To prevent such unanticipated downtime, many operations have established rigorous maintenance and inspection (M&I) procedures. All too often, however, those processes are paper- or tablet-based and require technicians to repeatedly stop and turn away from their work to document their findings. Both inefficient and highly prone to human error, written checklists can lead to downstream rework and unnecessary operational disruptions that cost businesses time and money.

## SOLUTION

Honeywell's maintenance and inspection (M&I) solution solves these challenges by providing clear, step-by-step directions to technicians. Any process involving 20 (or more) steps is a potential candidate for the M&I solution. Technicians and/or inspectors verbally input their findings directly into the system via a headset microphone. Voice-automated instructions ensure that process steps cannot be skipped; every prompt requires a response. This makes it easier to follow standard procedures, document the condition of the equipment, and confirm when each step of the process has been completed — all in real time.

Further, Honeywell technology and its mobile devices — such as the SRX3 wireless headset, A700x, and handheld devices with software capable of running on Android™ or Apple® platforms — free up technicians' hands and eyes. This allows them to focus fully on the task at hand while maintaining complete adherence to compliance or safety procedures.

Engineered specifically for industrial environments, all Honeywell devices combine rugged construction with noise-suppressing technology and directional microphones. The voice application converts text-based procedures to voice instructions and delivers them in more than 60 languages. When technicians verbally respond to prompts or report observations, their spoken words are then converted back to text and documented within the system.

Certain mobile devices can also provide images and information to help identify parts or explain processes. Further, they allow for photos of equipment condition to be captured and documented.

## REASONS TO INVEST IN VOICE AUTOMATION FOR MAINTENANCE AND INSPECTION

- **Streamlined documentation** — by completing observations and findings documentation while performing the actual task
- **Enhanced compliance** — strict adherence to standard operating procedures (SOPs) ensures consistent technician behaviors
- **Process improvement** — through the implementation of defined processes and actionable operational insights
- **Improved safety** — by enabling hands-free, eyes-free operations at the point of inspection
- **Faster training and new technician onboarding** — with easy-to-follow documentation and inspection processes for training existing and new technicians
- **Greater Technician Retention** — by providing an intuitive solution that motivates and enables technicians to be more productive and increases employee satisfaction



### HANDS-FREE EYES-FREE



## WIDE INDUSTRY APPLICABILITY

The Honeywell M&I solution can be leveraged within a wide range of industries and applications. Examples include:

**Fleet inspections** — Whether it's forklifts, passenger vehicles or freight-moving trucks, following voice-automated checklists enables fleet owners or lessors to optimize the maintenance of their motorized transport fleets in real time. The system helps to ensure consistency and compliance with the documentation processes for repairs of motors and other key components, while supporting the most commonly required regulatory and preventive maintenance (PM) checklists.

**Safety inspections** — Manufacturing facilities and distribution centers (DCs) are dependent upon all the equipment and moving parts needed for production through delivery. A misstep during inspection can result in machinery downtime, impacting productivity or worse, causing an employee injury. The M&I solution maintains consistency and attention to detail throughout the entire process.

**Assembly and logistics** — Challenged by high turnover rates, today's operations can bring new employees up to speed quickly with step-by-step guidance with this workflow solution. It enables technicians to become proficient with less training and without shadowing. And because it has no screens to navigate, it also boosts efficiency, allowing employees to focus solely on the work at hand.

**Construction and utilities** — Field-based workers may not always have access to optimal network connectivity and host system software. Honeywell M&I captures, queues and transmits data when a network becomes available. This allows contractors, technicians and inspectors to work on-site uninterrupted.

**Health care** — Through the standardization and elimination of transposition, the Honeywell M&I solution can ensure equipment and processes critical to human health are maintained and executed properly. Voice guidance and data collection at the point of care enable medical staff to maintain cleanliness best practices, improve quality, and ensure accuracy while reducing documentation time.

## **ABOUT HONEYWELL SAFETY AND PRODUCTIVITY SOLUTIONS**

Honeywell Safety and Productivity Solutions (SPS) provides products, software and connected solutions that improve productivity, workplace safety and asset performance for our customers around the globe. We deliver on this promise through industry-leading mobile devices, software, cloud technology and automation solutions, the broadest range of personal protective equipment and gas detection technology, and custom engineered sensors, switches and controls.

Customers all over the world have taken their business to the next level through a partnership with Honeywell. Learn more at [sps.honeywell.com](https://sps.honeywell.com) or call a knowledgeable representative at 1.800.934.3163.

To learn more about how Honeywell's M&I workflow can enhance the documentation of SOPs while improving compliance, reducing inefficiencies, and increasing uptime, visit [sps.honeywell.com/us/en/software/productivity/workforce-task-management/maintenance-inspection](https://sps.honeywell.com/us/en/software/productivity/workforce-task-management/maintenance-inspection).

### **Honeywell Safety and Productivity Solutions**

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