

Abstract

The study "Reducing Warehouse Employee Errors Using Voice Directed Picking Technology Case Study: Bang Bua Thong Distribution Center's C.P. All Public Co., Ltd." is an experimental research. The experimental design consisted of a Pre-test, a Post-test of the control group and the treatment group. The treatment group was applied the Voice Directed Picking program to pick products. The Controller group was operated in normal picking up product from the invoice. The experiment was a six days period to collect data before using Voice Directed Picking and other six days period after test for both groups of respondents. Mobile phone and small talk were tools that we used to test with Voice Directed Picking. We did the satisfactory survey to the warehouse staff before and after using Voice Directed Picking. The results showed that average number of errors after using Voice Directed Picking lower than before using Voice Directed Picking from 3.27 to 2.52. The average satisfaction level after using Voice Directed Picking was higher than the normal operation. Most warehouse staffs were satisfied with the Voice directed Picking program during the trial period.