Gamification for Warehouse Operations

Background

Research has shown that gamification or adding gaming elements or mechanics into traditional non-gaming environment can motivate employees and in turn drive greater performance and productivity.

Gamified mechanisms make the goals clearer and employee performance more transparent. Employees can see progress of their performance, receive immediate feedback, and have clear benchmarks. This further promotes healthy competition and better performance.

In view of these benefits, Schneider Electric would like to gamify certain aspects of its warehouse operations such as picking and putting away of physical goods etc.

The challenge

The game application needs to be connected to Schneider Electric's warehouse management system (WMS) to either

a) Retrieve task (called Transfer Order) and to provide confirmation of the completion of task, if the app is used as the single interface for executing the task and displaying the performance; or
b) Retrieve information about the task completed to generate and display the performance, if the app is used purely for displaying the performance

Activities that need to be gamified:

1. **Picking of goods** [Click here for the current process](#)
2. **Binning of goods** [Click here for the current process](#)

Technology Specification

- Android based application (mandatory), additional iOS capability application (optional)
- Real time connection to SAP WMS (via PI and API)
- AI/MI to further optimize the picking and putaway task (optional)
- 5G solution (optional)

What are we looking for?

The main goal of this challenge is to develop an application that can integrate the following into the existing warehouse processes pertaining to picking and putting away goods.

- Game mechanics: rules and rewards (e.g. points, levels, missions, leaderboards, badges and progress)
- Game Dynamics: set of emotions, behaviors and desires found in gaming mechanics that resonate with people (e.g. competition through leaderboards, collaboration by completing team missions, community by seeing other participants on a news feed, collection when earning unique badges and surprises by unlocking new missions)

Features should include:

- Option for employee to mask identity of employee (e.g. employee defined username).
- Analytics dashboard for administrator to analyse the performance
- Option for administrator to turn on and off individual game element

What are we NOT looking for?

Only performance reporting

Evaluation Criteria

- User engagement
- User friendliness
- Frequency of updates

Deliverables

Concept design of the gamification solution, interface, and solution architect

For more details and to apply click here