



Access your docs by voice from the shopfloor!

PRESS RELEASE: K-Hub, an EIT Manufacturing project
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With the financial support of EIT Manufacturing, based on Whirlpool and Marposs operational needs, SPIX industry and Cefriel develop an innovative solution for the shopfloor workers and fieldworkers to search and access company's heterogeneous documentation by voice.

During the fast digitalization process of the industry in the past years, huge volume of heterogeneous documents and information is generated. The volume of information , as well as the spread of the documents on different platforms and formats make information access complex for the shopfloor workers. This difficulty to access the knowledge of industrial companies leads to a reduction of the performance in quality process and maintenance operations.

The challenge of up-skilling and reskilling the workers of the manufacturing industry is common to 100% of the companies in Europe, to support the effort of productivity improvement. The solution proposed by **K-Hub** helps the re-skilling and up-skilling of the field workers, based on the knowledge that already exists in industrial companies. The easier the access to the companies' information and documents, the better the companies' knowledge is shared and used. **K-Hub** stands for **Knowledge Hub** for the industry!

*"The industrial challenge of the project for **Whirlpool** consists in giving back the power to the shopfloor workers to access the information they require at the right place and right time. It is mandatory for us to get more efficient shopfloor operations, and constantly improve the quality of the interventions of our skilled workers",* precises **Enrica BOSANI**, manufacturing R&D project manager and operation excellence at **Whirlpool Corporation**.

"The reduction of the downtime of our machines is the key for the increase of the productivity of our European plants. The K-Hub project provides us with the opportunity to impact the efficiency of our maintenance process", precises **Sergio GRECCO**, after sales service corporate manager at **Marposs**.

The industrial end user's need is mainly represented by the possibility to provide shop floor workers with smart systems capable of granting them easy access to relevant documents and information that are already available within distributed data management architecture even when an integrated knowledge management system is not yet in place.

"The technical challenge consists in the development of advanced semantic search engines, based on the meaning of information, connected to voice interfaces and installed on premise in the industrial companies. This lack of context-based "semantics" prevents the use of many existing off-the-shelf solutions", says **Irene CELINO**, Knowledge Technologies Practice Manager at **Cefriel**.

With the **K-Hub** project, the workers can leverage all the available and relevant information interacting with a digital voice assistant to operate as much as possible with free hands . This reduces the effort to interact with a keyboard or a touch screen during complex and demanding activities on the machine under maintenance or during quality control.

"The human challenge consists in understanding the way shopfloor workers may use voice interfaces and voice assistance to search, retrieve and manipulate documents while working. The acceptability, utility, and usability of the voice technology on the shopfloor is the key of the success of the K-hub project", says **André JOLY**, general manager of **SPIX industry**.

The first use-case under investigation is related to the maintenance of machines in the shopfloor. The goal is to reduce the down time of machines and improve their efficiency. The document databases will be used at **Marposs** and **Whirlpool** facilities Italy, in Bentivoglio and Biandronno respectively. Experimentations will be held from September to December 2022. The K-hub project shall provide operational solutions by this year fall.

The **K-hub** project benefits from the technical and financial support from the **EIT Manufacturing** European organization. The project can be followed on www.k-hub.eu.

About SPIX industry

The company **SPIX industry** was created to develop the use of VOICE in industry in all its forms: voice control of existing software, advanced conversational assistance to guide operators through their procedures, form filling by voice "*eyes and hands free*", real-time or delayed transcription of audio notes, co-development of a business application integrating an Intelligent Voice Assistant.

A resolutely innovative company, totally committed to the operational implementation of technologies derived from Artificial Intelligence for the benefit of the development of industry 4.0 and the augmented operator, **SPIX industry** is the leader in its market in Europe.

Since 2013, **SPIX industry** has been leading a major R&D effort to develop a 100% European Smart Voice Assistance technology "Spix" and builds operational solutions in a demanding industrial environment.

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About Cefriel

We help businesses build a new digital future. We are the partner of Research, Innovation and Education that for over 30 years has accompanied national and international companies in their growth path towards a new digital future. We support the strategic choices of companies by operating along the entire innovation cycle: from the ideation of solutions, up to the development and commissioning of innovative products, processes, and services.

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About EIT Manufacturing

The European Institute of Innovation and Technology (EIT) strengthens Europe's ability to innovate by powering solutions to pressing global challenges and by nurturing entrepreneurial talent to create sustainable growth and skilled jobs in Europe. The EIT is an EU body which is an integral part of Horizon Europe, the EU Framework Programme for Research and Innovation. The Institute supports the development of dynamic pan-European partnerships – EIT Knowledge and Innovation Communities – among leading companies, research labs and universities.

EIT Manufacturing is supported by the European Institute of Innovation and Technology (EIT), a body of the European Union. It is one of eight innovation communities within EIT. EIT Manufacturing's main goal is to bring European stakeholders focused on manufacturing together in innovation ecosystems that add unique value to European products, processes and services and inspire the creation of globally competitive and sustainable manufacturing. EIT Manufacturing brings together more than 70 organizations (universities, research institutes and business).

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