

Virtual Training and Service in the Box Plant



Training takes many forms including:

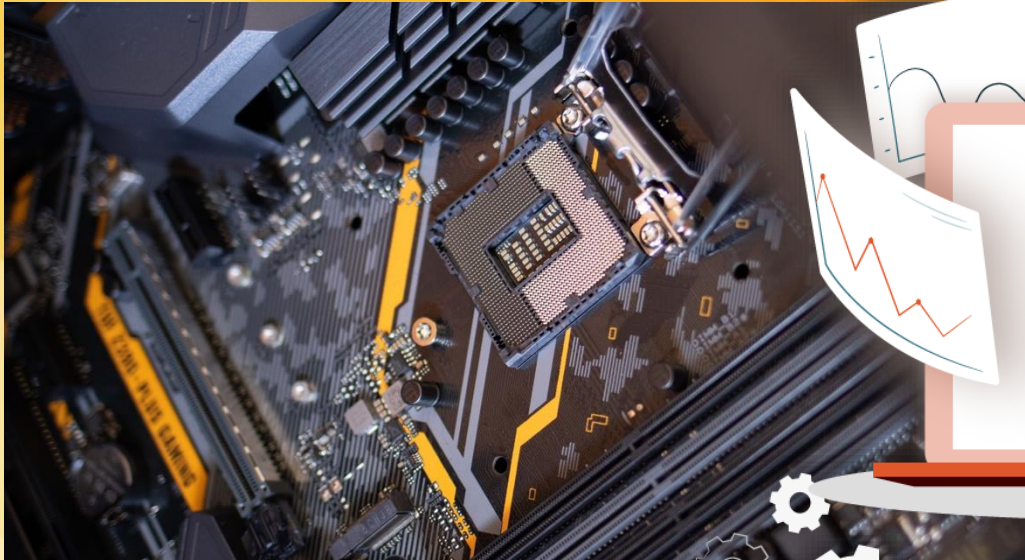
- ✓ Electronic SOP's
- ✓ Augmented Reality
- ✓ Virtual Reality
- ✓ Video



Approaches



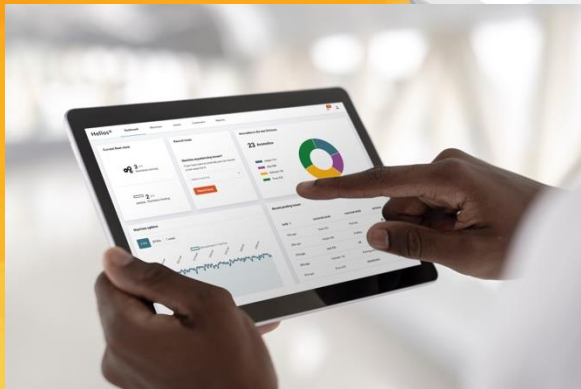
- ✓ **Machine Learning (More abstract)**
- ✓ **Smart Glasses Technology**
 - ✓ Video conference
 - ✓ Training content delivery
 - ✓ AR



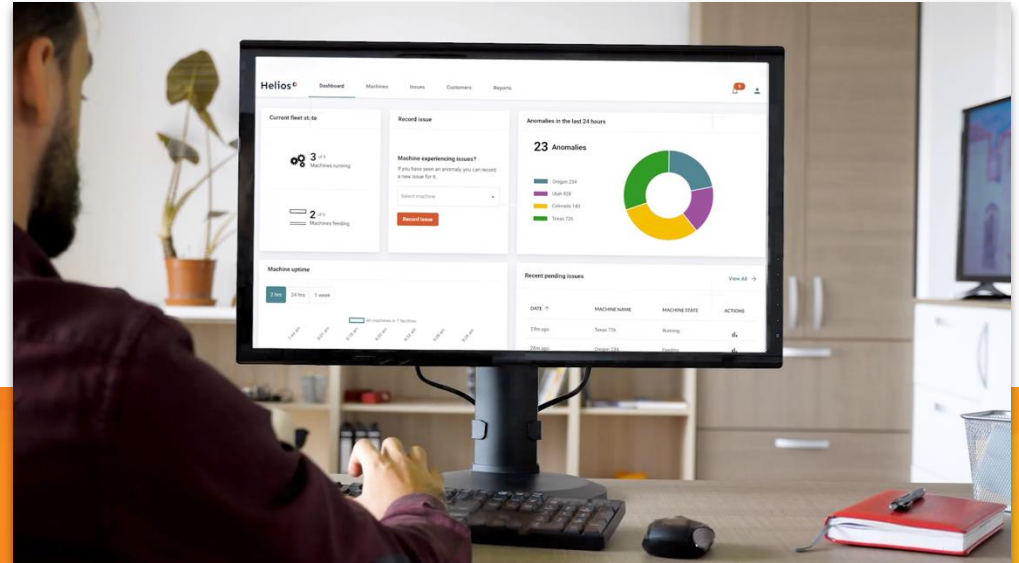
Machine Learning



- ✓ **What is Machine Learning?**
 - ✓ No longer programming for every outcome
- ✓ **Unsupervised Learning - Anomaly Detection**
- ✓ **Supervised Learning Requires Training Data**



How Does ML Apply to Training?



- ✓ **Workforce aging out**
- ✓ **Less skilled individuals coming in**
 - ✓ Knowledge gap
 - ✓ Properly trained machine learning system becomes training aid to these individuals, pointing out
 - ✓ optimal maintenance intervals
 - ✓ potential component failure, etc...

Smart Glasses



- ✓ **Experimenting with smart glasses**
 - ✓ Allows for two way video calls with customer for virtual training
 - ✓ Content can be broadcast through glasses including step by step instructions using text, images, video content.
- ✓ **Triggered by barcode**



Outlook



✓ ML

- ✓ Has matured to point where it is accessible for common use cases and has proven successful

✓ Smart Glasses

- ✓ Unpopular opinion - still too soon
- ✓ Content creation is labor intensive.
- ✓ Equipment lacks ergonomic fidelity
- ✓ Plant infrastructure is still not ready to support connections, etc...

