Checklist

This handout is designed to support you during the process of selecting manufacturers. It contains important aspects and criteria. Both parts, the reliable robot as well as the reliable manufacturer are covered in this document.

1. Reliable Robot Checklist

Here, all aspects of a reliable robot are covered. Also, all states of a potential robot installation are tackled.

Intuitive Getting Started procedure

[ ] Find out how the robot will be packed

[ ] Find out if the packaging is reusable in case you send it back

[ ] Clarify terms and legal for shipping of the device

[ ] Ask for instructions to unpack

[ ] Ask for instructions to mount parts and assemble the robot

Customer-centric setup procedure

[ ] Ask the manufacturer to provide documents and media for the setup procedure

[ ] Ask the manufacturer to provide a contact person that is available during the setup

User-centered interface design

[ ] Inspect the interface of the robot before delivery

[ ] Check if the software applies these user-centered design principles

Reduce complexity and cognitive load

[ ] Learn about how errors are handled and how supportive the interface is

[ ] Simulate the onboarding process you would perform for new robot operators

Reliable Robot Operations

Flexible operations

[ ] Find out how easy you can change the workflow of the robot

[ ] Consider possible other cases where you can employ this robot

Instant alerting

[ ] Ask the robot manufacturer if the robot supports instant alerting

[ ] Make sure to use the right communication channel for different types of errors

Resilient to change

[ ] Make sure you ask the manufacturer how resilient the robot is to changes

[ ] Understand the technology and implications of the used technology

Reporting of data

[ ] Has the robot an open interface / API that a third party system can use

[ ] Is all relevant data available through these APIs

Analytics for reporting and improvement

[ ] Define relevant KPIs for your robot operations

[ ] Does the robot offer data to conduct and analyze your relevant KPIs

[ ] Does the robot offer analytics & diagnostics functionalities

[ ] Is the analytics & diagnostics system able to connect to other vendors

Maintenance notifications and procedure

[ ] Inform yourself about the procedure for maintenance

[ ] Find out how the robot informs you about its maintenance cycles

Use top-notch technology

[ ] Explore the specification of the robot

[ ] Ask for an extension or specific version if the robot doesn't fit your needs

2. Reliable Manufacturer Checklist

Besides the reliable robot, a reliable manufacturer is needed. This plays an important role if the robot needs maintenance or product updates are on the market.

Solid product portfolio

[ ] Explore the product portfolio of the manufacturer

[ ] Ask an expert for help to mitigate risk and gather information

Success stories and customers

[ ] Find out where the robot is currently in use

[ ] Ask the manufacturer for success stories and case studies

Buy versus rent

[ ] Ask the manufacturer if a rental solution is available

[ ] Find out if renting or buying is speeding up the process on your end

Customer-centric documentation

[ ] Ask for the documentation of the robot upfront to check if it fits your needs

[ ] Ask if the documentation is also available online and searchable

Support for setup

[ ] Ask what the integration process looks like and how you get supported during that process

[ ] Find out if someone from the manufacturer is coming to your facility or the support will be just remote

Educational & enablement material

[ ] Ask if further material and information is provided by the manufacturer

[ ] Gather educational material about the device in order to understand the technology

Transparent product updates

[ ] Ask how the roadmap looks like on the manufacturer's site

[ ] Ask which improvements are planned for the future

Transparent communication

[ ] Emphasize that transparent communication is important for you

[ ] Make sure the manufacturer knows your timeline and your expectations from the robot as well as the project you are working on

Servicing agreements for the robots

[ ] Check if manufacturers offer servicing agreements

[ ] Check if a robot integrator can help with servicing and routine checks