Defects in E-Commerce Packaging

Challenge:

A leading e-commerce giant faced challenges detecting package defects like tears, dents, abrasions, and marks, resulting in customer complaints and returns. Manual inspection processes were cumbersome and prone to errors.

Solution:

We implemented an AI-powered system to monitor packages, using real-time image analysis to detect defects. When a defect is detected, the system flags the package for removal and reinspection. Only defect-free packages proceed to the next stage of processing and delivery.

Impact:

By accurately detecting defects in real-time, customer complaints were significantly reduced.

Automating the inspection process improved efficiency and accuracy, eliminating the need for manual inspection.

About Gramener

Straive helps clients operationalize the data> insights> knowledge> AI value chain. Straive's clients extend across Financial & Information Services, Insurance, Healthcare & Life Sciences, Scientific Research, EdTech, and Logistics.