

A global E-commerce giant was able to reduce the time taken for package inspections from several hours to minutes



Challenge

A global E-commerce giant faced challenges in detecting package defects manually, which often resulted in customer complaints and returns. The manual inspection process was not only time-consuming but also prone to human error, leading to inconsistencies in detecting defects on the surface like tears, dents, abrasions, marks, etc.

Outcome

Image Capture: Cameras captured images of packages on the conveyor belt.
Defect Detection: Models were trained to identify and classify defects like tears, dents, abrasions, marks, etc.

Approach

To develop and implement a computer vision system capable of automatically detecting various types of package defects to ensure high product quality and reduce the rate of customer returns and complaints.

Solution

The solution monitored packages, using real-time image analysis to detect defects. When a defect was identified, the system flagged the package for removal and reinspection, ensuring that only defect-free packages proceeded to the next stage of processing and delivery.

Key Results

Customer satisfaction



Time for inspection



About Straive

Straive is a market-leading content technology enterprise that provides data services, subject matter expertise (SME), and technology solutions to multiple domains, such as research content, eLearning/EdTech, and data/information providers. With a client base scoping 30 countries worldwide, Straive's multi-geographical resource pool is strategically located in seven countries - the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

