

Initial Post

by [Kwok Wai Yau](#) - Wednesday, 17 August 2022, 6:47 AM

Number of replies: 2

The authors refer to the digitization of manufacturing as "industry 4.0," which includes adopting computers and automation as well as enhancing it with intelligent, autonomous systems that are powered by data and machine learning.

One of the example in the real world is the Amazon delivery robot called 'Amazon Scout'. This is to automate the deliveries without a human driver. (itv.com, 2021). This keeps the business operation running during the resource shortage in pandemics. However, it also comes with risks like loss of robot with parcel during delivery. The robot cannot protect itself someone could stole it together with parcel.

The other example is restaurant robot waiter. The use case is also to resolve the resource shortage and automate for the dishes serve (theguardian.com, 2022). It also comes with risk when the control management system was down or malfunction. The robot could not serve customers or serve dishes wrongly. Then, it has to turn back to people serving.

The other article supporting the points is a whitepaper from Deloitte. It points out applying Industry 4.0 to build revenue and using Industry 4.0 technologies to increase productivity and reduce risk. Most of business especially SME has to increase productivity and build revenue. Effective use of information can in turn impact key business objectives such as business growth and business operations (Brenna S. Monika M. & Mark J., N.D.).

Reference:

itv.com. 2021. Co-op partners with Amazon and extends robot delivery service. Available at: <https://www.itv.com/news/anglia/2021-09-16/roboshop-co-op-partners-with-amazon-and-extends-robot-delivery-service>. [Accessed on 16 Aug 2022]

theguardian.com. 2022. Not-so dumb waiter: UK restaurant chain Bella Italia trials robot service Available at: <https://www.theguardian.com/business/2022/jun/10/uk-restaurant-bella-italia-robot-waiter>. [Accessed on 16 Aug 2022]

Brenna S. Monika M. & Mark J. N.D. Industry 4.0 and manufacturing ecosystems Exploring the world of connected enterprises Available at: <https://www2.deloitte.com/content/dam/Deloitte/de/Documents/consumer-industrial-products/Deloitte-Industry-4-0-and-manufacturing-ecosystems.pdf> [Accessed on 16 Aug 2022]