



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

Gramener - a Straive company is a design-led data science firm. We build custom Data & AI solutions that help solve complex business problems with actionable insights and compelling data stories. We partner with enterprise data and digital transformation teams to improve the data-driven decision-making culture across the organization.

Our open standard low-code platform, Gramex, rapidly builds engaging Data & AI solutions across multiple business verticals and acts like an accelerator for utilizing and optimizing cloud native services. Our solutions, technology and cloud data engineering services have been recognized by analysts such as Gartner and Forrester and have won several awards.