



# AWARD

Scaling autonomous logistics



AWARD has received funding from the European Union's Horizon 2020 research and innovation program under Grant Agreement No 101006817  
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# Acceptance Factors for Autonomous Road Transport Logistics

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# Contents

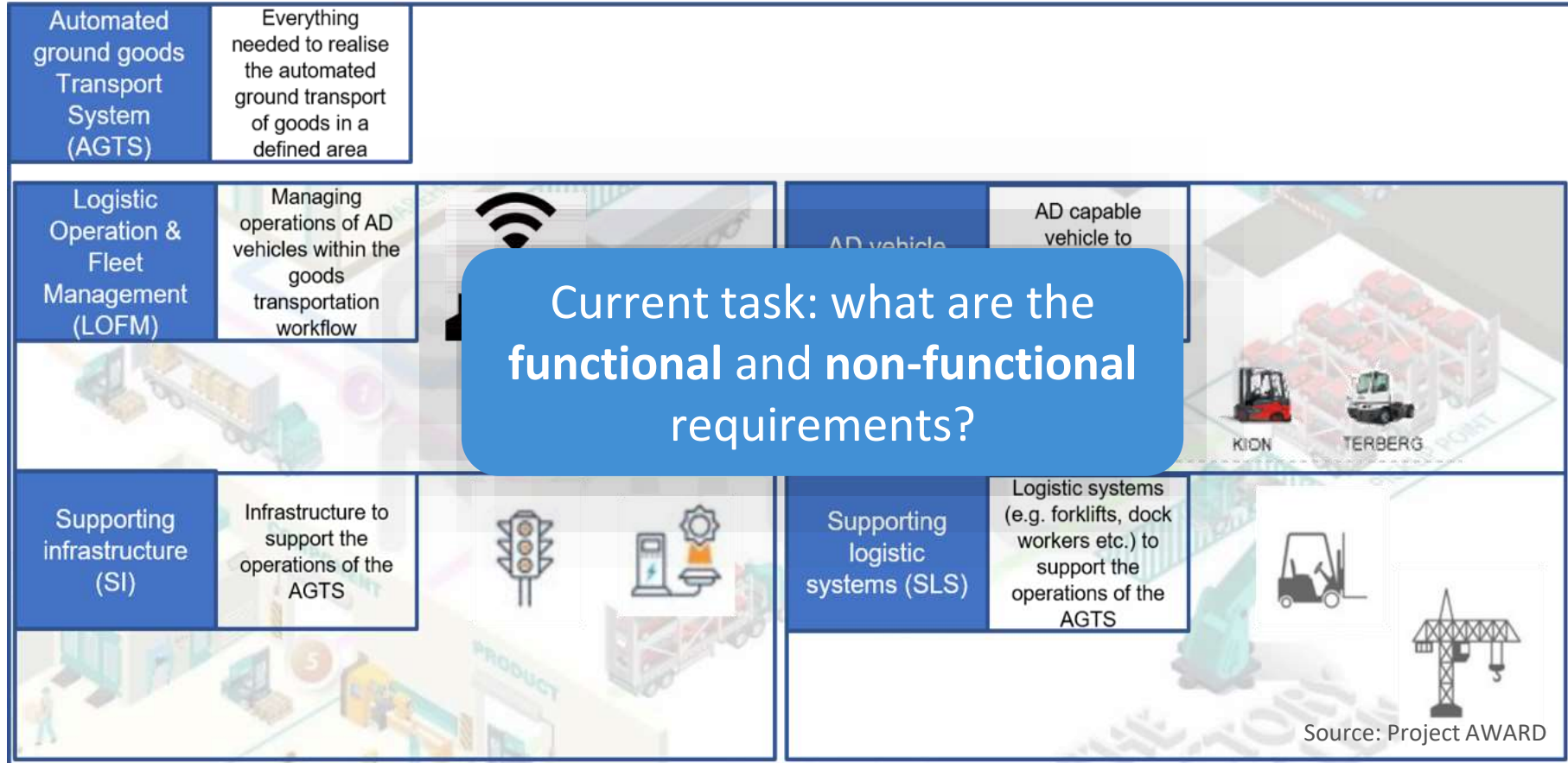
- The AWARD Stakeholder Requirements Elicitation Approach
- Gathering Your Initial Expectations



# Automated Ground Goods Transport System



# The AWARD System-of-Systems

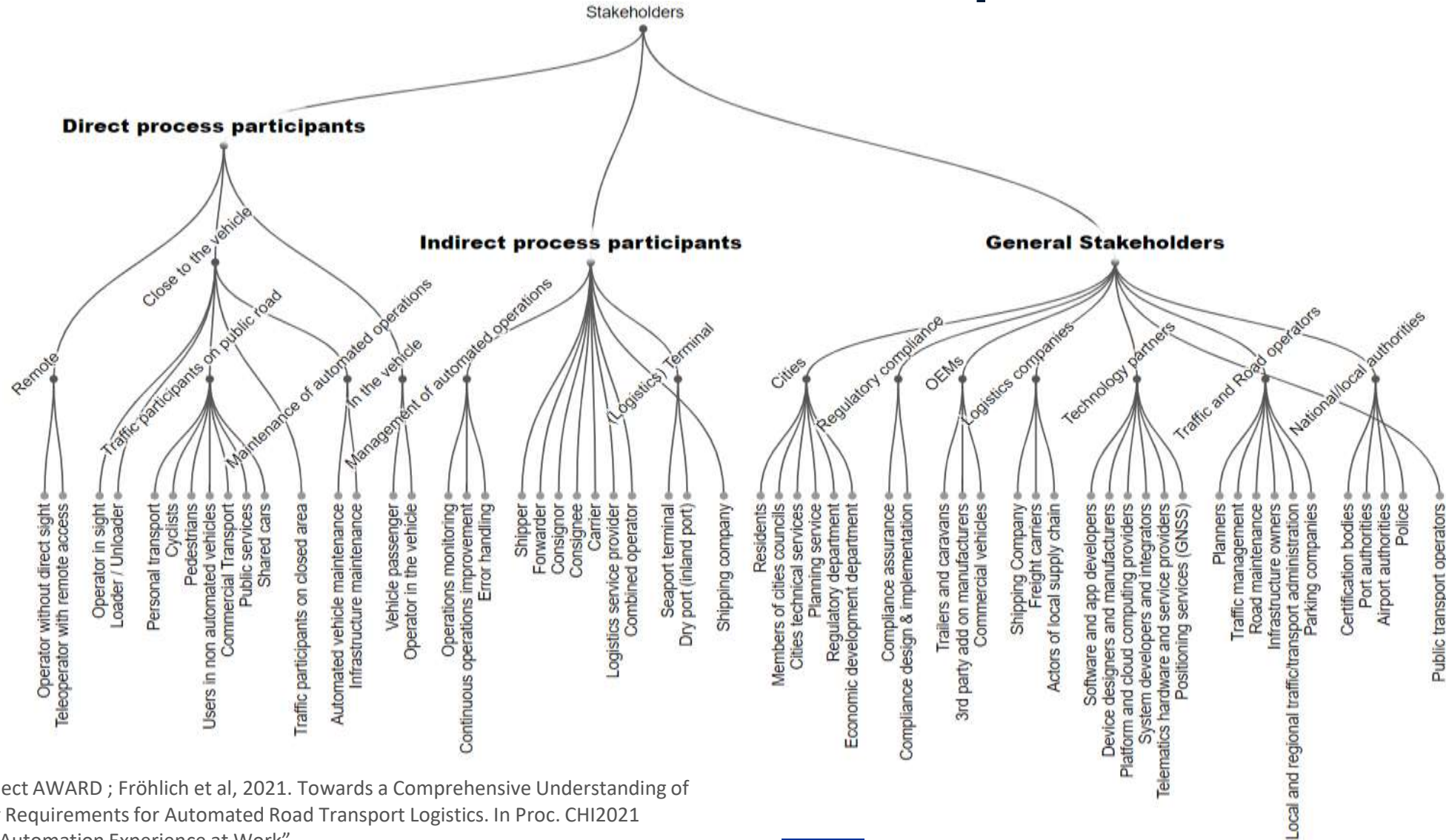


# 3 Perspectives

- The **Stakeholder Perspective**: Who has a stake in the system?
- The **Operations Perspective**: What is the Operational Domain (ODD) and what are the operational scenarios?
- The **Acceptance Perspective**: What are the expectations of Stakeholders for these ODDs and scenarios?



# The Stakeholder Perspective



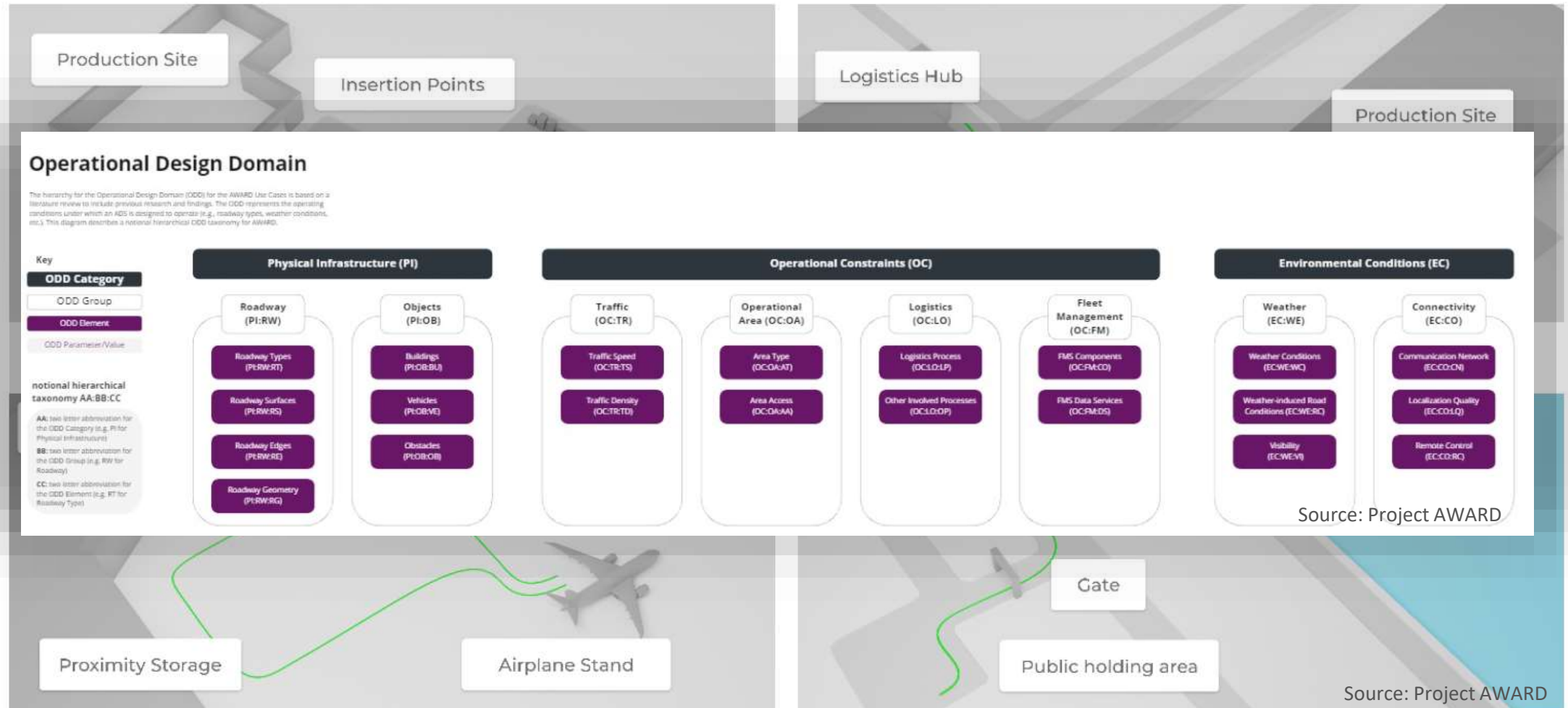
Source: Project AWARD ; Fröhlich et al, 2021. Towards a Comprehensive Understanding of Stakeholder Requirements for Automated Road Transport Logistics. In Proc. CHI2021 Workshop "Automation Experience at Work".



# The Operations Perspective

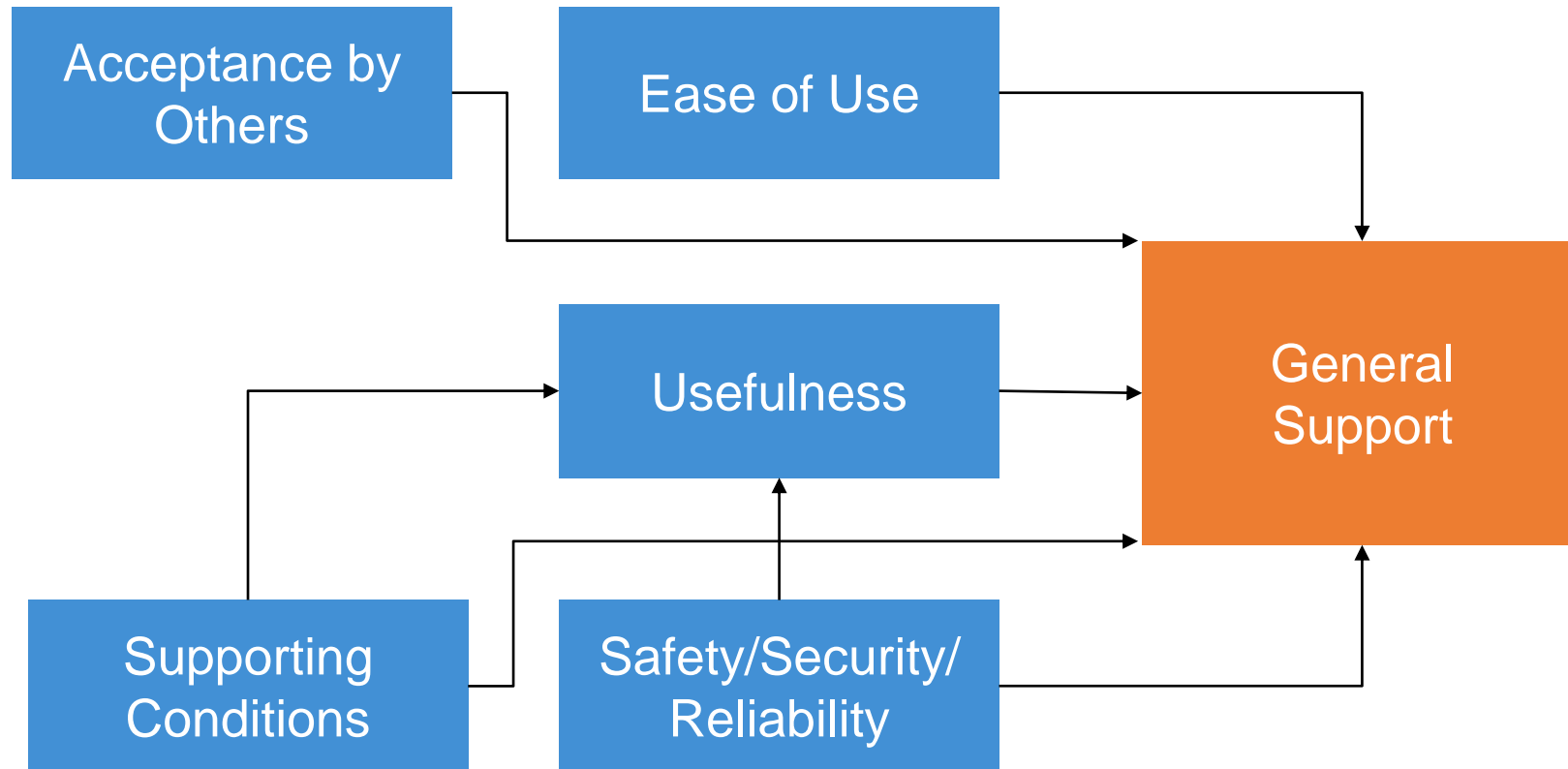
Loading and transport with automated forklift

Shuttle service from production site to logistics hub





# The Acceptance Perspective



Source: Project AWARD ; Fröhlich et al, 2021. Towards a Comprehensive Understanding of Stakeholder Requirements for Automated Road Transport Logistics. In Proc. CHI2021 Workshop "Automation Experience at Work".

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# Usefulness

1. Usefulness
2. Ease of use
3. Supporting conditions
4. Safety / Security / Reliability
5. Acceptance by others
6. General support

! Please participate in the poll

**“Automated road transport logistics systems will be useful.”**

A

B

C

D

E

Strongly Agree

Strongly Disagree



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# Ease of use

1. Usefulness
2. **Ease of use**
3. Supporting conditions
4. Safety / Security / Reliability
5. Acceptance by others
6. General support

! Please participate in the poll

**“It will be easy to operate automated road transport logistics systems.”**

A

B

C

D

E

Strongly Agree

Strongly Disagree



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# Supporting Conditions

1. Usefulness
2. Ease of use
- 3. Supporting conditions**
4. Safety / Security / Reliability
5. Acceptance by others
6. General support



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**!** Please participate in the poll

**“Good supporting conditions can be expected.”**

*Training, job profile adjustments, internal communication, supporting infrastructure, policy changes*



Strongly Agree

Strongly Disagree



# Safe. / Sec. / Reliability

1. Usefulness
2. Ease of use
3. Supporting conditions
- 4. Safety / Security / Reliability**
5. Acceptance by others
6. General support



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! Please participate in the poll

**“The system will be safe, secure and reliable.”**

A

B

C

D

E

Strongly Agree

Strongly Disagree



# Acceptance by others

1. Usefulness
2. Ease of use
3. Supporting conditions
4. Safety / Security / Reliability
- 5. Acceptance by others**
6. General support



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! Please participate in the poll

**“Other affected stakeholders will accept automated road transport logistics systems.”**

A

B

C

D

E

Strongly Agree

Strongly Disagree



# General Supp.

1. Usefulness
2. Ease of use
3. Supporting conditions
4. Safety / Security / Reliability
5. Acceptance by others
6. **General support**

! Please participate in the poll

**“I would generally support the use of automated logistics systems.”**

A

B

C

D

E

Strongly Agree

Strongly Disagree



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