

A Connective Framework to Minimize the Anxiety of Collaborative Cyber-Physical System

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Abstract— The role of Cyber-Physical systems (CPS) is well recognized by researchers in the context of Industry 4.0, which consists of human operators working with machines/robots controlled by a computational layer. The interactions among them can be quite demanding in terms of cognitive resources. Existing systems do not yet consider the psychological aspects of safety in the smart manufacturing domain. This lack can lead to hazardous situations, thus compromising the performance of the working system. This work proposes a connective decision-making framework for a flexible CPS, which can quickly respond to dynamic changes and be resilient to emergent hazards. First, Anxiety is defined and categorized for expected/unforeseen situations that a CPS could encounter through historical data using the Ishikawa method. Second, visual cues are used to gather the CPS's current state (such as human pose and object identification). Third, a mathematical model is developed using Mixed-integer programming (MIP) to allocate optimal resources, to tackle high-impact situations generating Anxiety. Last, logic is designed for an effective counter-mechanism to mitigate Anxiety caused by historical knowledge, current state, and suggested optimization. The proposed method was tested on a realistic industrial scenario incorporating a collaborative CPS. The results demonstrated that the proposed method improves the decision-making of a CPS facing a complex scenario, ensures physical safety, and effectively enhances the human-machine team's productivity.

Keywords: Cyber-physical system; Smart factory; Social safety; Optimization; Artificial Intelligence; Human-robot collaboration.

1 Introduction

The basis of the fourth industrial revolution (Industry 4.0) is Cyber-Physical Systems (CPS). The concept involves decision-making through real-time data evaluation collected from

33 interconnected sensors. It is an intelligent system that contains both physical and computational
34 elements. These elements include four layers consisting of sensors, network, analysis, and
35 execution (Rad et al. 2015). Monostori (2014) proposed complete automation of the layers for
36 production systems interconnecting necessary physical elements such as machines, sensors,
37 robots, and conveyors through computer science and termed it a Cyber-Physical Production
38 System (CPPS). The decision-making is dependent on logic; however, these systems lack the
39 flexibility to handle deviations from the predefined, and extension of the concept is necessitated
40 from fixed to autonomous production systems using artificial intelligence (AI) and the internet of
41 things (IoT). On the other hand, human involvement is necessary to supervise and cover the
42 intelligence gap. An anthropocentric cyber-physical system was presented by (Pirvu, Zamfirescu,
43 and Gorecky 2016), confirming humans' essential requirement in any CPS. Modern CPSs are now
44 expected to handle social interaction issues between humans and machines. Information on social
45 interaction is required to design such systems, along with data attained from physical sensors
46 (Zhuge 2010).

47 The close interaction between humans and machines due to the necessity of human
48 supervision poses several risks/hazards. Occupational safety, especially in industrial
49 environments, has gained importance nowadays. In addition, ergonomics is found to have a great
50 impact on the performance of a worker. Human factors like physical or cognitive stress, anxiety,
51 consciousness, etc. play an important role in the system's productivity. Monitoring such activities
52 during interaction is now essential to avoid accidents and discomfort. On the other hand, condition
53 monitoring during the manufacturing processes is essential for accident avoidance and product
54 quality enhancement. One such example to avoid tool breakage is given by (Beruvides et al. 2014),
55 online monitoring is proposed for the run out of micro drilling tools. The industry should take a

56 step forward to improve occupational safety, ergonomics, and condition monitoring using some
57 monitoring mechanisms. Complex processes, unavoidable behaviors, and undesirable results yield
58 uncontrolled situations. AI-based real-time monitoring promises better situational assessment for
59 quality improvement. An intelligent monitoring system is proposed by (Castaño et al. 2020) that
60 measures in-process product quality for the improvement of the finished product. Osama et al.
61 (2019) proposed an assessment of social metrics for smart factories through the integration of AI
62 and IoT.

63 On the same lines, the role of robots in modern production systems had also transformed
64 from automation to collaboration. Collaborative robots (cobots) are now an essential component
65 of modern CPPS (Colgate, Edward, and Peshkin 1996). Collaboration has roots in the social
66 intelligence of humans and animals (Baraka, Alves, and Ribeiro 2020). The collaborative robot
67 must possess the intelligence to act in an arising scenario. The concept of legibility emerged here
68 that states that the actions performed by the human operator should be inferred by the cobot and
69 vice versa (Dautenhahn 2007). Khan et al. (2016) presented an example of social interaction
70 between robots and humans in the food industry. The challenge was to provide real-time evaluation
71 of hazards and ensure safety accordingly.

72 The broad categories of safety in the social domain are physical and psychological safety.
73 The earlier provides safety from physical hazards, whereas the latter from psychological
74 discomforts such as close interaction of machines or monotonous operations. Different physical
75 safety protocols for HRC-based CPS were presented by authors (Krüger et al. 2009; Lasota et al.
76 2015; Morato et al. 2014; Flacco et al. 2012), whose activation is dependent on proximity between
77 the cobot and the human operator. Sharma et al. (2015) applied an object classification technique
78 to identify objects and the human body for the safe operation of a robot. Khalid et al. (2016)

79 presented a survey on the capabilities of the latest cobots for physical safety. The broad sensing
80 techniques recognized to evaluate safe operations were proximity and visual signatures.

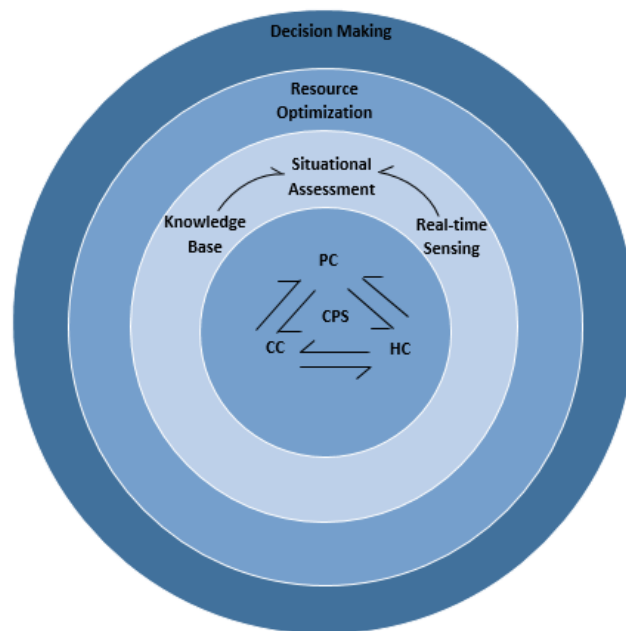
81 A distinctive concept of psychological safety for a human operator was presented by
82 (Lasota et al. 2014). A CPS was proposed that encompassed the operator's physical and
83 psychological safety. The separation between the cobot and the human was measured for hazard
84 assessment. The safeties were ensured by controlling the speed of the cobot. Another paper
85 described that legibility ensures psychological safety; a human operator feels more comfortable
86 assessing the robot's goal through its intended motion (Dragan et al. 2015). As Industry 4.0
87 transforms from automation to intelligence, a need is felt to extend the concept of psychological
88 safety from humans to the CPSs. Psychological safety is equally essential for an intelligent CPS
89 as physical safety is perceived (D'Auria and Persia 2017). The CPPS comprises processes from
90 the supply chain to manufacturing, assembly, packaging, and delivery. Any change in the expected
91 outcome would compromise the system's efficiency, creating a psychological issue. Flexible CPPS
92 in this regard is required to counter these changes by defining contingencies.

93 A flexible CPPS was proposed in the previous work (Islam et al. 2019) that ensures the
94 social safety of the smart system while assessing psychological and physical threats. A novel
95 concept, *Anxiety of a CPS*, was given to assess physical and psychological issues. Different
96 situations, intended and unplanned, could be encountered by a CPS during its operation were listed.
97 Indexing was done for the situations to prioritize handling high-impact ones: a qualitative
98 management technique, Ishikawa analysis, was used for the indexing that relies on the knowledge
99 of experts. The index estimated was termed as the *Anxiety* of that particular situation. A case study
100 of a complex industrial scenario involving HRC under a socially constrained environment was
101 considered. A set of assigned tasks were to be completed ideally by the CPPS. However, if some

102 change appears astray from the intended situation, the system is flexible to adapt to a contingency.
103 A logic-based framework was proposed to induce this flexibility. In addition, AI was applied to
104 the information attained from visual cues and positions of objects/humans for real-time detection
105 of situations. In this context, the state-of-the-art AI-based object detection algorithm YOLOv3 by
106 (Redmon and Farhadi 2018) was trained to detect objects and humans in the workspace. Another
107 algorithm, ‘OpenPose’ by (Cao et al. 2018), was used to detect the operator's pose while
108 performing different jobs. The method proposed indexing that depends on historical knowledge,
109 which is, however, broad and lacks a rationale for defining and indexing Anxiety generated in
110 different situations. The CPPS was also accustomed to detecting multiple situations at a time.
111 However, it can allot resources to handle situations one by one in terms of priority, whose priority
112 is declared through the defined index. The system was, therefore, not optimized to utilize all the
113 available resources at one time when multiple situations are being faced. Different optimization
114 techniques are employed in flexible CPSs (Li et al. 2008; Lanza et al. 2015; Scholze et al. 2017;
115 Lv et al. 2018) to achieve the desired goals.

116 In this paper, a layered framework is proposed for decision-making in a cyber-physical
117 system (CPS), shown in Fig. 1. The method decides on the confronted situations to mitigate the
118 Anxiety generated by them. The CPS, at the core, performs the desired operations through the
119 interactions between its physical component (PC), computational component (CC), and human
120 component (HC). A situational assessment layer is proposed over the core layer to assess the nature
121 of braved situations. Real-time sensing is incorporated through Visual, IR cues, and other sensing
122 methods for simultaneous detection of various situations. This layer uses the knowledge base of
123 HC to assess the Anxiety generated by confronted situations. For this, indexing of Anxiety for
124 expected situations is proposed, supported by Ishikawa analysis. The indexing is further aided by

125 a categorization technique derived through a rationale based on similarities with medical
 126 terminologies. The CPS may have several resources to handle various situations; the calculation
 127 of matching scores through a mathematical model is proposed for each resource vs. situation, is
 128 termed it an anxiety factor. The third layer is the resource optimization layer, on top of the
 129 situational assessment layer. This layer optimizes the allocation of available resources through an
 130 optimization algorithm using the matching score evaluated in the preceding layer, the objective
 131 function, and the defined constraints. A Mixed-integer programming (MIP) technique is proposed
 132 to formulate an optimization model. As a complex dynamic scenario involving unprecedented
 133 situations is faced, the solution for each situation is different and needs to be defined using the
 134 knowledge of experts, suggested optimization, and calculated anxieties. A decision-making layer
 135 is suggested that ascertains the task assessment of various resources according to desired metrics
 136 and employs the allocated resources to handle the complicated scenario. The logic remains specific
 137 for every particular case/example in which the CPS is employed. In this paper, the proposed
 138 framework is validated on a case study of an industrial scenario facing multiple situations.



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Fig. 1. Layered Framework; Decision-making for Anxiety Mitigation.

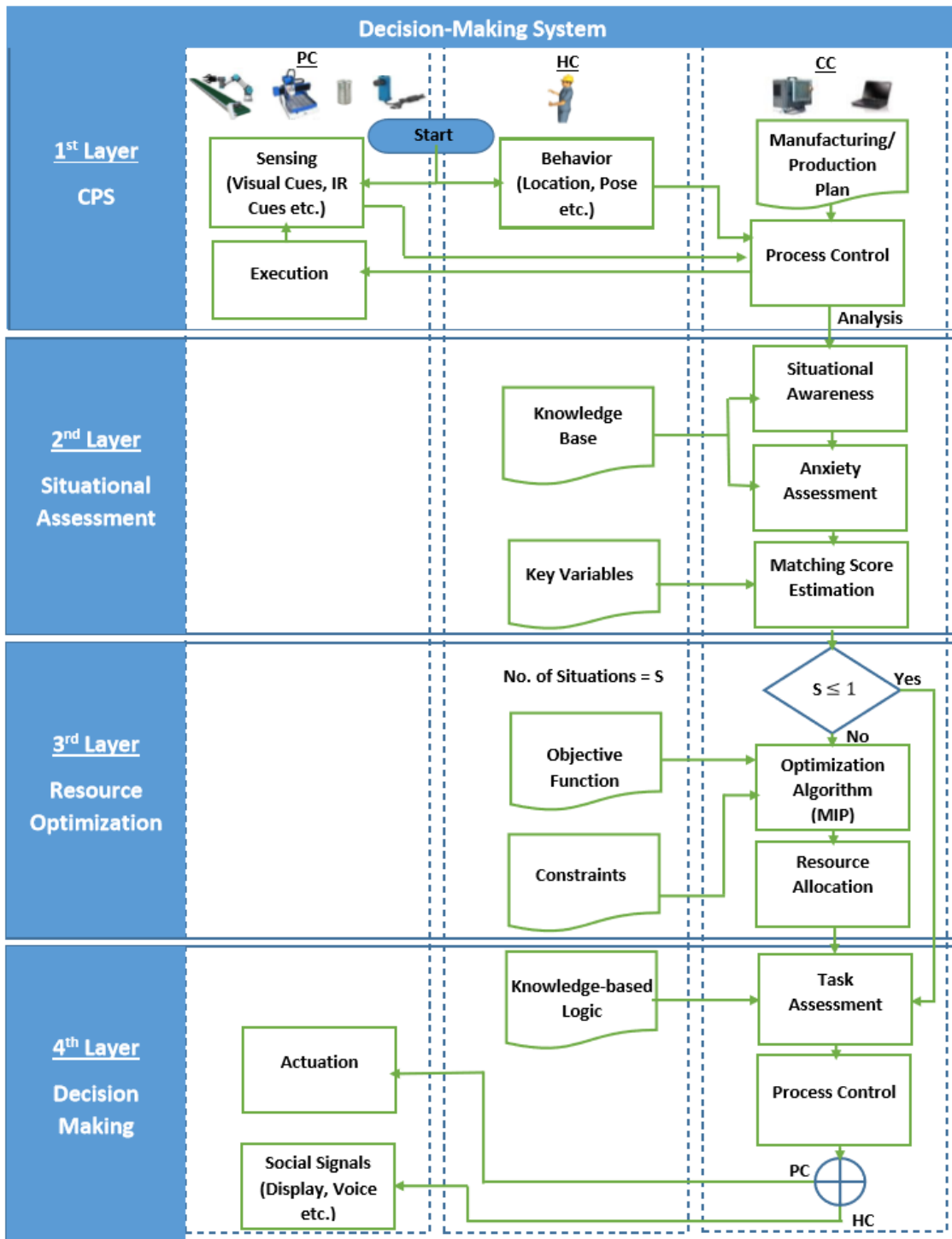
7	Situational Assessment	Indexing of the defined situations' anxieties through Ishikawa method	
8		Categorization of situations into the type of Anxiety	
9		Assignment of weights to key variables for estimation of matching score	
10		Calculation of matching score (anxiety factor) with respect to resources	
11			Assessment of current situations
12			Anxiety assessment of emerged situations
13			Re-designation of anxiety category in case change is necessary
			Re-estimation of matching score in case category is changed
14	Resource Optimization	Defining the optimization criteria for allocation of resources; the objective function and the constraints	
15			In case of a single situation, input to process control through 4 th layer
16			In case of multiple situations, resource allocation to high-impact situations through optimization technique, MIP in our Case
17	Decision Making	Defining and designing the logic for the case being handled along with anxiety mitigation strategy by experts	
18			Decision on task assignment to available resources based on suggested optimization and the calculated anxieties
19			Control
20			Implementation based on defined logic, actuation of PC and social signals to HC

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161

162 An overview of the proposed framework's execution as explained in Table 1 is shown in

163 Fig. 2.



164

165

Fig. 2. Decision-making Framework Execution.

166 **2.1 Anxiety of Cyber-Physical Systems**

167 Anxiety is the unpleasant state when an expectation is not achieved due to any stressful,

168 dangerous, or unfamiliar situation. It needs to be elaborated more and should not be confused with
169 the risk. Risk is based on hazard whereas "anxiety can be defined as an urge to perform a particular
170 job even to avoid a hazard or to do a righteous job." In this article, Anxiety is first defined and then
171 categorized to make it scalable for CPSs. The anxiety module presented estimates the braved
172 Anxiety due to the current situations at an instance. The module is initialized by the results of
173 Ishikawa which assigns an index to each anticipated situation. After initial indexing is done, a
174 novel and intelligent technique based on medical knowledge categorizes situations into different
175 anxiety types. Each type relates to a particular level of severity. Anxiety factor i.e. the matching
176 score is then calculated through a mathematical model dependent on the category and the variables
177 related to tasks/resources. The procedure is repeated at each iteration and the situations faced are
178 analyzed. Different types of anxiety orders from medical science are: *General Anxiety Disorder* is
179 a day-to-day routine situation for which refined solutions exist. *Panic Disorder* is a situation to
180 which the affected person is not accustomed and has a serious impact on the affected person, being
181 sudden. *Obsessive-Compulsive Disorder* is a repetitive thought that leads to ritual, and due to this
182 disorder a false alarm is generated. *Post-traumatic Stress Disorder* is a serious incident of the past
183 which causes disorder, and the affected person remains under constant stress that it may occur
184 again. *Specific-Phobia/Agoraphobia* is a specific situation that is critical but known, Anxiety may
185 be relieved based on the situation knowledge. *Social Anxiety* is a communal problem not liked by
186 humans and assessed through observations like cleanliness, cluttering of objects in the
187 environment, etc. (Torpy et al. 2011). There is a need to differentiate between a scenario and a
188 situation, a scenario is the amalgamation of different situations, whereas a situation is one
189 condition faced by the system.

190

191 2.1.1 *Categorization of Anxiety*

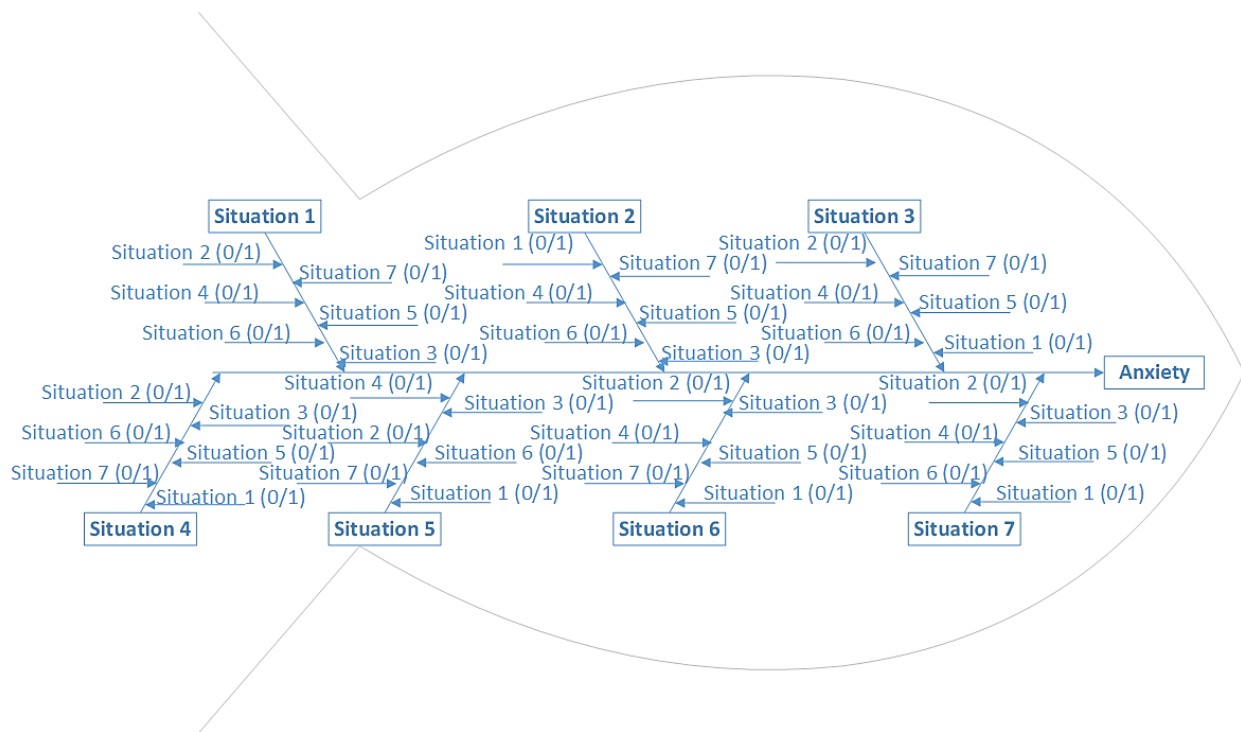
192 The criterion for categorizing and indexing Anxiety in different situations faced by the CPS
 193 is defined in Table 2. Certain considerations are taken into account to categorize and quantify the
 194 situations. The categories are named concerning the characteristics matched with the medical
 195 anxieties. Each category defines severity, which shows one's priority over the other and declares
 196 its significance for counterstrategy. Thereby keeping into consideration the category, the severity
 197 is calculated and it can be said that 'Quantification' of psychological safety for the CPS is being
 198 done. The categories will be re-evaluated on every subsequent iteration of a process. Change of
 199 category is the discretion of the human supervisor and depends on the severity and the repeatability
 200 of a situation. For this, a log is maintained for the severity and the category of a particular situation
 201 whenever it emerges. Anxiety for a situation is the sum of the lowest severity limit and the index
 202 'I' defined by Ishikawa. The value of I ranges from 0 to 100.

203 Table 2
 204 Anxiety Categories

<i>Level</i>	<i>Name</i>	<i>Description</i>	<i>Severity</i>	<i>Equation</i>
1	Panic	Emergency	> 80 to 100	$P=80+ I \times 20/100$
2	Post traumatic	Trauma / Fear	> 60 to 80	$T= 60+ I \times 20/100$
3	Agora-phobia	Known Situation	> 20 to 60	$K= 20+ I \times 40/100$
4	General Anxiety	Intended Situation	20	$G= 20$
5	Social norms	Etiquettes	> 0 to 20	$N= 0+ I \times 20/100$
6	Obsession	False	0	$O = 0$

205
 206 Ishikawa is a team brainstorming tool that analyses and provides a systematic way of
 207 looking at the effect and the causes that create or contribute to that effect. Because of the shape of
 208 the cause-and-effect diagram, it is referred to as a Fishbone diagram (Watson, 2004). The benefits

209 of constructing a Fishbone diagram are that it helps determine the root causes of a problem using
 210 a structured approach, encourages group participation, and utilizes group knowledge of the process
 211 (Sokovic et al. 2009). In a typical Fishbone diagram, the effect is usually a problem that needs to
 212 be resolved, and is placed at the "fish head". The causes of the effect are then laid out along the
 213 "bones", and classified as different types along the branches. The Anxiety which is the effect in
 214 our case is placed at the head of the fishbone, whereas the situations leading to Anxiety are placed
 215 as main headings along the bones. A method of assigning weights to each situation is proposed;
 216 all other identified situations are placed as sub-headings under the considered situation, and
 217 weights are assigned to them in relation to the main heading, which could be 1 or 0. '1' is assigned
 218 to other situation if it is decided to have low priority than the main heading and '0' if it has high
 219 priority. The weight is assigned based on the voting of experts. The ranking of the situation (index
 220 I) is the total of weights assigned under it. An illustration of the method is shown in Fig. 3.



221
 222 Fig. 3. Method for Calculating Index I of Situations.

223 A detailed description of each category is explained in the subsequent paragraph. The
224 authors define *Panic* as a severe unknown incident. Panic is denoted by '*P*', and it is considered
225 the highest level of Anxiety. Any new situation causing defined severity is considered panic,
226 hence, identified from the impact of a severe unknown situation. Examples can be a 'collision of
227 participants' or a 'power failure'. For panic, action is to be taken by all stakeholders however, it
228 must be handled by a human operator being the most intelligent resource. In the mentioned case,
229 all stakeholders of the CPS must stop the operation while the human may observe the cause and
230 rectify the issue. *Specific-phobia/Agoraphobia* is the third level of Anxiety that comprises the
231 situations previously defined by the user. Agoraphobias are denoted by '*K*'. They may be related
232 to a particular resource and may not be affecting others, like user interference in the cobot's task
233 may not affect the user, however, affect the cobot. Initially, all defined situations not considered
234 in panic/obsession/social norms, be included in specific phobia. They may be transferred to the
235 obsession or post-traumatic category on confirmation of a false alarm or emergency/damage
236 caused by some situation. However, the final decision is the privilege of the human supervisor.
237 The second-highest level of Anxiety is *Post-traumatic*. The assessment criterion can be the
238 emergency stop button pulled by the operator and declaration of the situation as post-traumatic. In
239 case post-traumatic is declared, the complete system must stop and observations be rectified by
240 the operator. After certain repetitions without any damage, the same may be transferred to Specific-
241 Phobia with the consent of the human supervisor. The category is denoted by '*T*' and the value
242 within the category depends upon '*T*'. The fourth level of Anxiety is *General Anxiety* which is
243 denoted by '*G*'. The ideal/intended situation is considered for general Anxiety that will act as a
244 reference to categorize other situations. *Social norms* are the warnings that may not affect the
245 current scenario, however, they may affect the performance at a later stage. They are the fifth level

246 and denoted by 'N'. They are the social aspects disturbing both the humans and the system. Raising
247 observation to humans can remove such errors e.g., raising caution for an expected decrease in the
248 distance between the operator and the cobot. The threshold level of this distance is to be defined.
249 Similarly, time delay while completing the intended task is to be displayed. The value within the
250 category is dependent upon 'T'. *Obsessions* are related to false alarms. These are previously
251 defined/declared false through Ishikawa and a null value is given to them. They are the last level
252 of Anxiety and are denoted by 'O'. Repetition and continuity are the indicators for the recognition
253 of obsession. Feedback from the human supervisor is taken if a situation from a specific phobia is
254 repeated several times. For example, a foreign object appearing in the work area, however, does
255 not affect operations can be considered an obsession. Three consecutive repetitions and
256 authentication by the human supervisor is the criterion defined to declare obsession. The leverage
257 always remains with the human supervisor to declare any situation into an obsession at any time.
258 Further identification in the category will be through the data collected/stored through sensors, like
259 the image of the item that appeared may be stored as an obsession. Total severity is also calculated
260 for a particular instance, and an alarm is raised if it crosses a certain limit. It is the sum of every
261 current emerging situation in a single iteration, whose severity is already defined.

$$262 \quad \text{Total severity} = G + P + O + T + K + N \quad (1)$$

263 2.1.2 Key Variables

264 A *parameter* is a set that lays out the conditions of a system's operation. The parameter
265 defined for the problem is Anxiety and denoted by 'A'. Its value is defined by the category of the
266 particular situation that is *G*, *P*, *O*, etc., and calculated as explained in Table 2. If there are *S*
267 number of situations, they can be related with the values of Anxiety. The other variables are also
268 dependent on the knowledge of experts. These values will subsequently be used in the solver

269 mathematical model to calculate the matching score of situations vs. resources. Now it is to be
270 declared which resource is most suitable to handle a particular situation. It requires the assignment
271 of each situation's Anxiety to one resource. For this, a *task variable* is introduced in the
272 calculations. It defines which task can better be performed by which resource. It is denoted by '*t*'.
273 The prior resource is assigned a lower value and subsequently ascending value for lower priorities.
274 e.g., if there are two resources then '0' for the prior resource and '1' for the least prior resource.
275 A *preference variable* is the ascending order of anxiety level sorted for different situations, it can
276 also be referred to as a priority index number and denoted by '*p*'. Few tasks cannot be performed
277 by some of the resources or are not preferable to be handled by some. For example, a foreign object
278 in the workspace may not be handled by a cobot due to its limited maneuverability, or a cobot's
279 power failure cannot be handled by the cobot itself. To define this, the *resource-suitability*
280 *variable* is introduced which has the value '1' if a resource is suitable and 0 if not suitable. It is
281 denoted by '*Q*'. To solve this assignment problem, there is a need to identify which resource is
282 assigned to which situation. A *decision variable* '*X*' is introduced for each possible assignment of
283 resources to the situation. In general, it can be said that any decision variable X_{rs} equals '1' if
284 resource $r \in R$ is assigned to the situation $s \in S$ or '0' otherwise. The *anxiety factor* '*a*' is the value of
285 Anxiety calculated through the above variables for a particular situation tackled by a specific
286 resource.

287 2.1.3 Anxiety Factor Calculation

288 The anxiety factor for a corresponding resource and a situation is calculated as:

$$289 \quad a_{rs} = Q_{rs} [A_{rs} + (p_{rs} - t_{rs})] \quad (2)$$

290

291 A is the parameter, p is the preference variable, t is the task variable and Q is the resource suitability
292 variable. To simplify the mathematical notation of the model formulation, the indices for resources
293 ' r ' and situations ' s ' are defined. The expression for ' a ' can be written as:

294 $a_{rs} \in [0, 100+S]$ for all resources $r \in R$ and situations $s \in S$

295 $r \in R$: index and set of resources.

296 $s \in S$: index and set of situations.

297 S is the total no of situations.

298 The value of p ranges from 1 to S , hence the range of anxiety factor is from 0 to $100+S$.

299 The value of t depends upon the number of resources. If there are two resources, then $t = 0, 1$.

300 The value of Q will either be 0 or 1.

301 **2.2 Resource Optimization**

302 There is a need to identify the best resources that can handle the situations bearing major
303 impacts. The value of the anxiety factor ' a ' for each situation can also be referred to as a matching
304 score. The preference of assigning which resource to handle each situation is defined through the
305 calculated matching score (anxiety factor), which is subsequently used in the optimizer model. For
306 example, if there is a missing item in a workspace and there are two operational resources: a cobot
307 and a human operator; only one resource can be assigned to handle this situation. The preference
308 to handle a missing item must be assigned to the human and the cobot may move on to the next
309 task. The problem is defined as, "To determine the assignment of resources which can deal with
310 situations such that each situation is handled by one optimized resource and each resource is
311 assigned to at most one situation while sequentially addressing the situations with maximum
312 anxiety." A model is required that minimizes the Anxiety by addressing situations in terms of
313 priority while optimizing the resources. Since the problem incorporates both integers and variables

314 thus making it complex, therefore, mixed-integer programming (MIP) is the best solution. The
315 MIP can use both binary digits and whole numbers that greatly increase the scope of optimization
316 problems while satisfying the constraints and objective function. The Gurobi Optimizer (Gurobi
317 2021) is one of the state-of-the-art solvers for mathematical optimization problems. The MIP
318 model of the stated problem is implemented in the Gurobi Optimizer. The optimizer identifies
319 situations having maximum scores and subsequently assigns the resources to minimize the
320 Anxiety. The overall technique addresses all the situations sequentially in terms of priority. This
321 type of problem can be referred to as a Resource Assignment Problem.

322 2.2.1 *Situation Constraints*

323 These are the constraints associated with the situations. They ensure that each situation is
324 handled by exactly one resource. This corresponds to the following:

$$325 \quad r \in R \sum X_{rs} \leq 1 \quad (3)$$

327

328 Less than < 1 is included to incorporate the null when no resource is assigned to the situation in
329 an iteration.

330 2.2.2 *Resource Constraints*

331 The resource constraint ensures that at most one situation is assigned to each resource.
332 However, it is possible sometimes that not all the resources are assigned. For example, if CPS
333 encounters two situations and only one resource is suitable to handle both. Then the situations will
334 be handled sequentially by the resource in order of Anxiety. This constraint can be written as
335 follows:

$$336 \quad s \in S \sum X_{rs} \leq 1 \quad (4)$$

337

338 This constraint is less than < 1 to allow the possibility that a resource is not assigned to any
339 situation.

340

341 2.2.3 *Objective Function*

342 The objective is to maximize the total matching score (anxiety factor) of the assignments
343 that satisfy both the situation and resource constraints. The objective function can be concisely
344 written as:

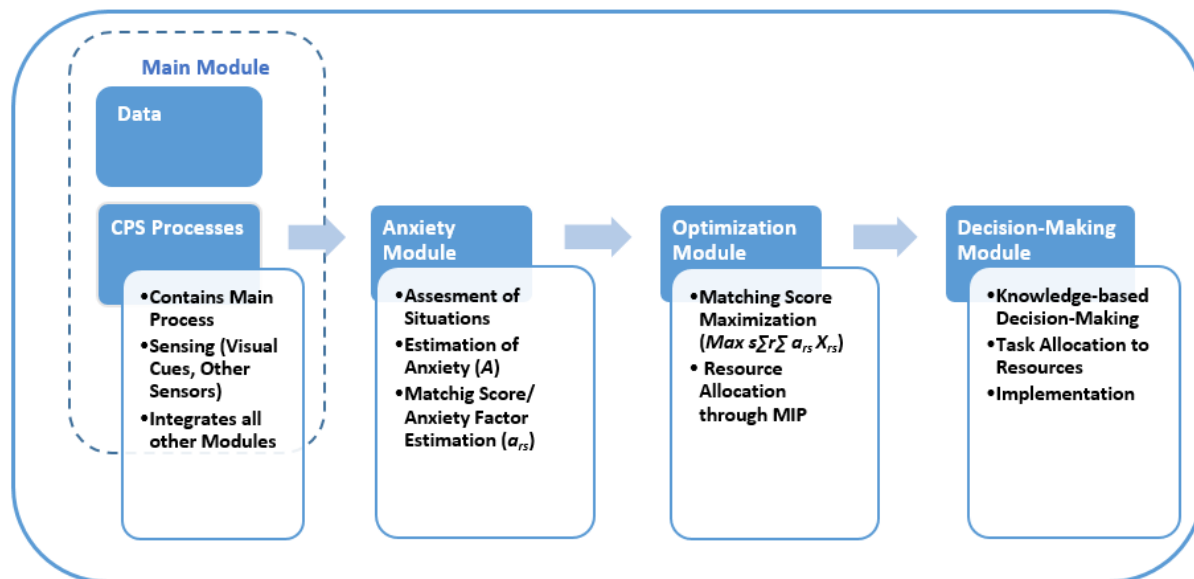
$$345 \text{ Maximize } s \in S \sum_{r \in R} a_{rs} X_{rs} \quad (5)$$

346

347 2.3 *Decision-Making for Anxiety Mitigation*

348 The fourth industrial revolution relying on CPS-based automation represents the industry
349 shift from centralized to decentralized, where autonomous and collaborative elements of a CPS
350 are directly in communication with a computational element, and services such as monitoring,
351 control and optimization subscribe to it in real-time. A module-based software system is proposed,
352 where different modules represent different layers of the proposed framework, and knowledge is
353 transferred among them in an interoperable way. The data from all the layers must be stored in a
354 central database. Four basic modules proposed to be incorporated in any CPS for anxiety
355 mitigation are; the main module for the sensing and process control layer of the CPS, the anxiety
356 module for the situational assessment layer, the optimization module for the resource optimization
357 layer, and the decision-making module for the decision-making layer. The number of modules is
358 not standard and may vary as per the requirement of a particular case. The general connectivity of
359 the modules is shown in Fig. 4, however, the detailed representation for the particular case study
360 is shown in the experimental validation section. The main module holds the intended scenario and

361 looks for the changes at every instance of operation. It is connected to the other modules, and in
 362 case changes are faced, the matching score is ascertained for the situations through the anxiety
 363 module. Accordingly, the situations with the highest anxiety factor (matching score) are assigned
 364 the best possible resources through the optimization module. Here, the optimization module only
 365 sorts out the best feasible resources, whereas the decision-making module encompasses the logic
 366 to handle the braved situations. Therefore, the outputs of the Anxiety and the optimization modules
 367 are given to the decision-making module, which decides on the assignment of resources for task
 368 handling, based on the knowledge-dependent logic. Commands are given to the physical resources
 369 which could be a human operator, a cobot, a machine, etc. depending on the identified tasks. The
 370 human component is also given cautions through social signals on observation of social norms and
 371 obsessions.



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Fig. 4. Module-based Software Implementation for Decision-making.

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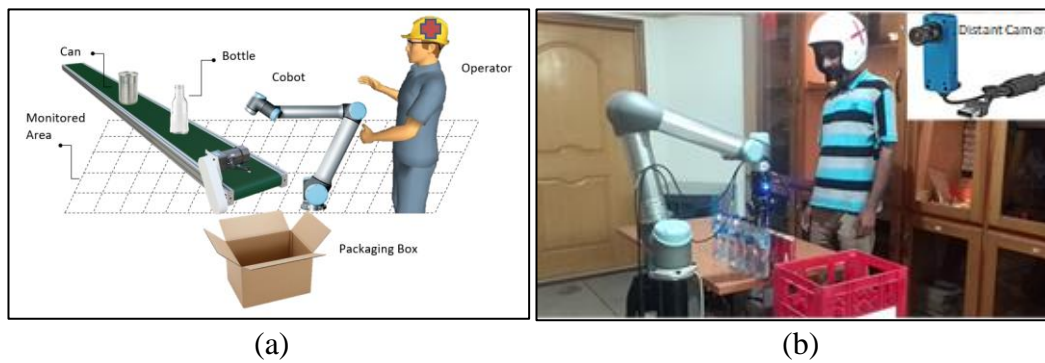
375 3 Experimental Validation

376 An example of a beverages manufacturing industry is considered from the previous work

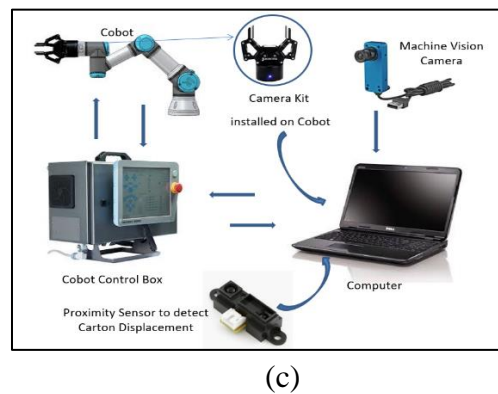
377 (Islam et al. 2019), as shown in Fig. 5. The industrial scenario is implemented through a

378 collaborative CPS incorporating a cobot and a human operator. Bottles and cans arrive at a
379 workstation from the production center in a sequence. A cobot has to pick these items and place
380 them at the designated locations in a crate. A human supervisor is monitoring operations and places
381 crates. Despite replacing crates, the supervisor will also look for defective items like broken bottles
382 or dented cans. It means he is in both collaborative and supervisory roles. After the package is
383 complete, the operator removes the crate and fills the space with an empty one. A total of twelve
384 items have to be packaged, that is six bottles and six cans.

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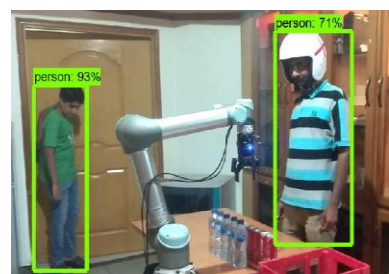
Fig. 5. (a): Scenario; (b): Setup of Considered Case; (c): Interfacing of CPS elements.

393 Two complete cycles i.e. packaging of two crates/24 items are considered for the study.
394

395 There are two resources, a human and a cobot, and the CPS anticipates twelve situations.
396

397 3.1 *Situational Awareness*

398 For situational awareness, different techniques are used; like a right item, a wrong item, no
399 item, an unidentified person, and a foreign object are detected through a visual cue (object
400 detection). Similarly, the authorized operator is identified by a mark (cross sign) on the helmet
401 detected through the object detection. The displaced crate is detected through an IR sensor. The
402 human intervention situation is detected through another visual cue (pose estimation of a human
403 operator) via a camera installed above the workspace. Different new situations were considered
404 and assessment of metrics are: ‘time delay’ is gauged through a clock measuring the cycle time,
405 ‘threshold distance’ is assessed through the calculation of separation distance between the cobot
406 and the object-detection-bounding-box covering the human supervisor, cobot collision through
407 impact sensors on the cobot, and cobot power failure through the power of the cobot. A table was
408 initially detected as a foreign object through object detection, however, later declared obsession
409 since not an obstruction to the cobot’s motion. Detection of various situations through visual cues
410 is shown in Fig. 6.



411 (a)

412 (b)

413 (c)



414 (d)

(e)

415 Fig. 6. Detection of Situations through Visual Cues; (a): Right item; (b): Wrong item;
 416 (c): Unidentified person; (d): Table; (e): Human intervention.

417 **3.2 Scenario's Anxiety**

418 Different situations can emerge during this cycle that include both anticipated and
 419 unforeseen. The situations considered for the case and the estimate of Anxiety posed by them
 420 calculated through Ishikawa are shown in Table 3. Situations with serious nature of impact were
 421 considered to judge the unforeseen. Two new situations were added in the previous case to
 422 differentiate unforeseen from anticipated, which are 'power failure of the cobot' and 'collision of
 423 the cobot'. To include the social impact, the 'threshold distance' between the cobot & the human,
 424 and the 'time delay' in the work cycle were added.

425 Table 3
 426 Possible Situations and their Anxiety Level

<i>Ser</i>	<i>Situation</i>	<i>Anxiety Level</i>	<i>Index</i>	<i>Severity(I)</i>
1	Cobot Power Failure	11	1	100
2	Cobot Collision	10	0.91	91
3	Foreign Object	9	0.81	81
4	Unidentified Person	8	0.72	72
5	Human Intervention	7	0.63	63
6	Displaced Crate	6	0.54	54
7	Wrong Item in Place	5	0.45	45
8	No Item in Place	4	0.36	36
9	Right item in Place	3	0.27	27
10	Threshold Distance	2	0.18	18
11	Time Delay	1	0.09	9
12	Table	0	0	0

427 The data set generated for the case study is shown in Table 4. The parameter *A* is calculated
 428 for the previous and new situations. The calculations are done under the specific category assessed
 429 for the particular situation. It can be observed from Table 4 that the highest values are for the panic
 430 'Cobot Power Failure' and 'Cobot Collision,' and the lowest value is for the obsession 'Table.'
 431 The 'Right item' is the intended situation, therefore it is assigned *G*. 'Threshold distance' and
 432

433 'Time delay' have lesser values as observed social norms. The task priorities are defined through t ;
 434 0 is assigned to the prior resource and 1 is to the least prior in the table. The preferences of the
 435 situations are defined through p . The higher is the parameter A , the higher is the preference.
 436 Suitable resources for a particular situation are shown against Q , where '1' describes the suitability
 437 of resources to tackle a particular situation.

438 Table 4
 439 Data Set

<i>Situation</i>	<i>Category</i>	<i>Parameter (A)</i>	<i>Task Variable (t)</i>		<i>Preference Variable (p)</i>		<i>Resource Suitability Variable (Q)</i>	
			<i>Human</i>	<i>Cobot</i>	<i>Human</i>	<i>Cobot</i>	<i>Human</i>	<i>Cobot</i>
			Right item	G	20	1	0	4
Wrong item	K	38	1	0	6	6	1	1
No item	K	34.4	0	1	5	5	1	0
Human interference	K	45.2	1	0	8	8	0	1
Displaced crate	K	41.6	1	0	7	7	1	1
Unidentified person	K	48.8	0	1	9	9	1	0
Foreign object	K	52.4	0	1	10	10	1	0
Table	O	0	1	1	1	1	0	0
Time delay	N	1.8	0	1	2	2	1	0
Threshold distance	N	3.6	0	1	3	3	1	0
Cobot Power Failure	P	100	0	1	12	12	1	0
Cobot Collision	P	98.2	0	1	11	11	1	0

440

441 **3.3 Optimization Criterion for the case**

442 For the optimization algorithm, the decision variables X_{rs} were defined which shows the
 443 relationship for assignment of available resources to the possible situations. As 12 situations are
 444 considered and 2 resources are available for this particular case, therefore 24 decision variables
 445 were defined which are to be used in equations (3), (4), and (5). For example, X_{21} is the decision

446 variable associated with assigning the resource '2' to the situation '1' and X_{12} is the decision variable
 447 associated with assigning the resource '1' to the situation '2'. The situation constraints for this
 448 particular case were then defined. As equation (3) contains the summation of term r that represents
 449 the resources, therefore, out of the available resources i.e. 'resource 1' (Human) or 'resource 2'
 450 (Cobot) either one can be assigned to one situation, 1 to 12. Hence, 12 equations were formed for
 451 the 12 situations. As an example, the first equation for the resource constraint of 'situation 1' (Right
 452 item) can be written as (6). Similarly, eleven other situations' constraints were formulated.

$$453 \quad X_{11} + X_{21} \leq 1 \quad (6)$$

454 In the same way the resource constraints were defined. The equation (4) for the resource
 455 constraint includes the summation of term s that represents the situations. As only one situation
 456 can be assigned to one resource, therefore 2 equations were formed for the 2 resources. The
 457 constraint for resource 1 (Human) can be written as (7) in which the first index of every decision
 458 variable represents the resource number and the second the situation number:

$$459 \quad X_{11}+X_{12}+X_{13}+X_{14}+X_{15}+X_{16}+X_{17}+X_{18}+X_{19}+X_{110}+X_{111}+X_{112} \leq 1 \quad (7)$$

460 Similarly, the constraint for resource 2 (Cobot) can be written as:

$$461 \quad X_{21}+X_{22}+X_{23}+X_{24}+X_{25}+X_{26}+X_{27}+X_{28}+X_{29}+X_{210}+X_{211}+X_{212} \leq 1 \quad (8)$$

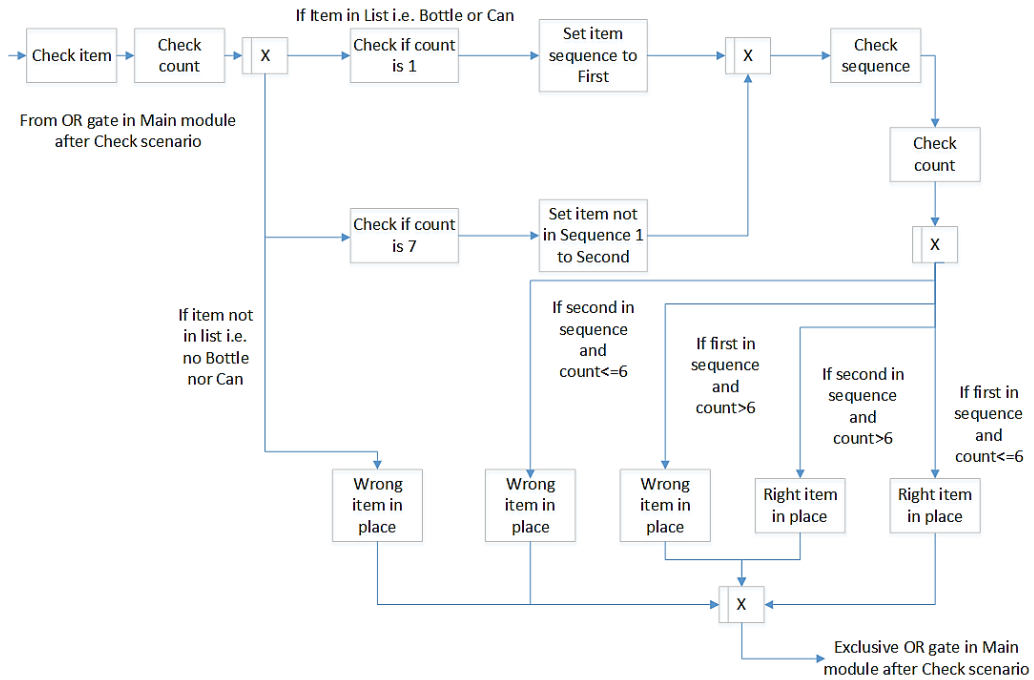
462 The objective function (5) contains the summation of both the indices s and r , the equation
 463 contains the decision variable and the matching scores, therefore the complete equation will have
 464 24 terms. For illustration, the first term for situation 1 (Right item) is written as $a_{11}X_{11}$ if resource
 465 'Human' is assigned and the second term $a_{21}X_{21}$ if resource 'Cobot' is assigned, therefore the terms
 466 for the 'Right item' situation are given in (9), where only one term in this summation will be
 467 nonzero. Similarly, other terms for each resource versus each situation were included in the
 468 objective function.

469
$$a_{11} X_{11} + a_{21} X_{21} \tag{9}$$

470 In totality, 15 equations were formed that if calculated manually are a cumbersome process,
471 and were included in the Gurobi optimizer for computation.

472 **3.4 Decision-Making Logic for Case Study**

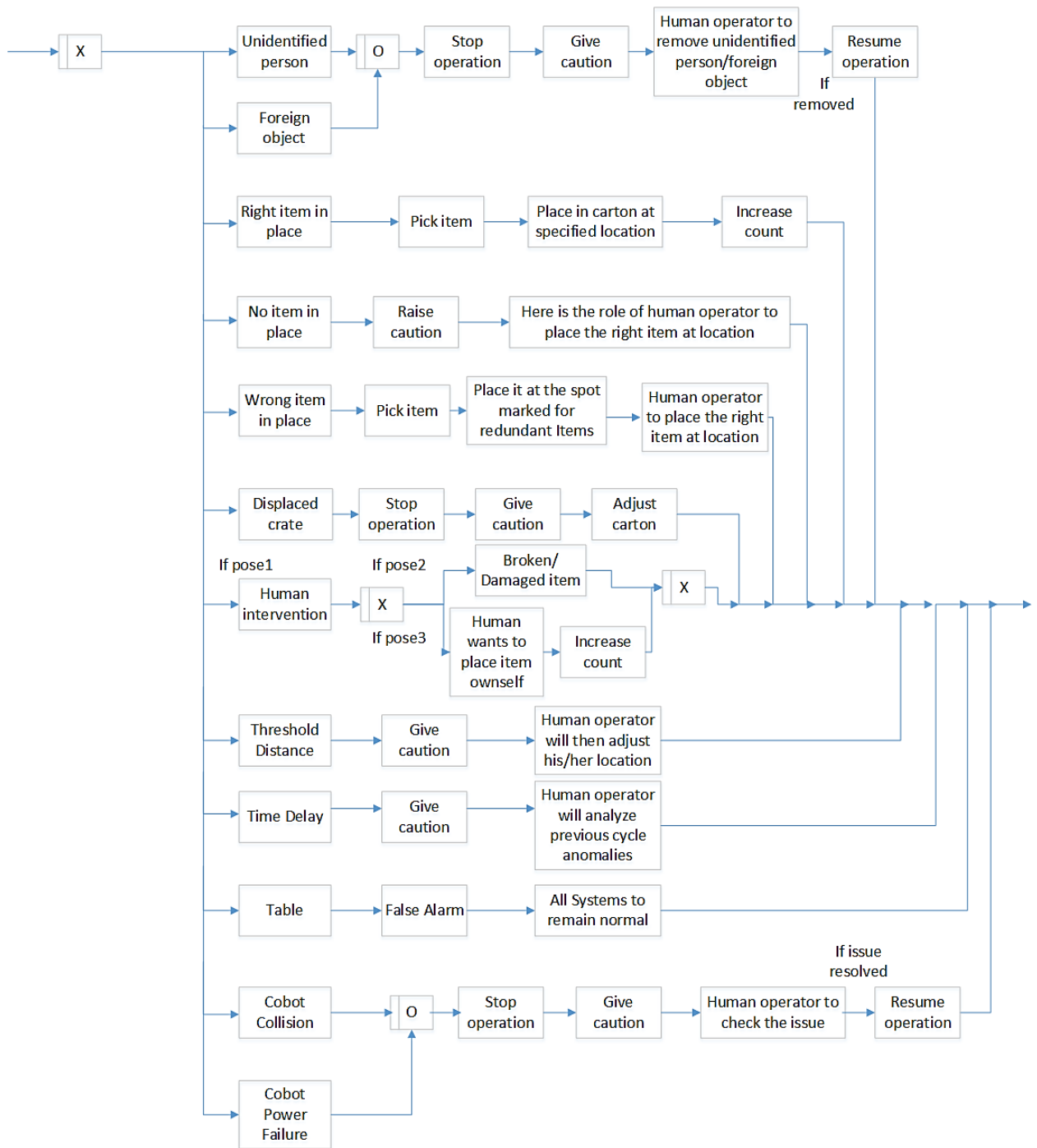
473 A logic-based approach is applied to implement the desired strategy for the considered
474 case. The framework is subdivided into five modules and three frameworks for easy understanding.
475 One additional module, ‘item in place’ is incorporated which is specific to the case. Each
476 subdivision is represented using the Integrated Definition for Process Description Capture Method
477 (IDEF) approach (Mayer et al. 1995). The five modules are the main module, item in place module,
478 anxiety module, optimization module, and decision-making module. The main module Fig. 7,
479 integrates all the other modules, it keeps count of the intended task (Right item) and looks for the
480 situations identified in Table 3 at every single iteration. On the assessment of single or multiple
481 situations, the main module ascertains the matching score through the anxiety module.
482 Subsequently, the optimization module identifies the highest matching score for the current
483 situations vs. resources and allocates the resources accordingly. The item in place module Fig. 8,
484 checks whether the right or wrong item is in place. The module verifies it through object detection
485 and the item count. If some other item or the item not in a sequence is in place, the module adopts
486 the contingency plan through the decision-making module Fig. 9, otherwise, it works as per the
487 intended situation. The contingencies to handle other situations are also looked after by the
488 decision-making module. The logic in the figure represents what actions are to be performed,
489 whereas which resource must handle the task is decided on the recommendation of the
490 optimization module. For understanding, the tasks which are to be performed by the human
491 operator only are shown specifically in the diagram. The actions of the cobot are implemented



496

497

Fig. 8. Item in Place Module.



498

499

500

501

Fig. 9. Decision-Making Module.

502 **3.5 Results**

503 A detailed list of situations encountered at each iteration throughout the two cycles is
 504 shown in Table 5. Individual/total severity is calculated by the system, and resource assignments
 505 are shown accordingly.

506 **Table 5**
 507 **Situations vs. Resource Assignment**

<i>Iteration</i>	<i>Situations</i>	<i>Individual Severities (a)</i>	<i>Resource Assignment</i>	<i>Total Severity</i>	<i>Decision Time (s)</i>
1	Foreign Object, Right item	62.4, 24	Human, Cobot	86.4	0.03
2	Table, Right item	0, 24	Cobot	24	0.02
3	Table, Right item	0, 24	Cobot	24	0.02
4	Table, Right item	0, 24	Cobot	24	0.02
5	Table, Right item	0, 24	Cobot	24	0.02
6	Table, Right item	0, 24	Cobot	24	0.02
7	Unidentified Person, Table, Right item	57.8, 0, 24	Human, Cobot	81.8	0.02
8	Table, Right item	0, 24	Cobot	24	0.02
9	Table, Right item	0, 24	Cobot	24	0.02
10	Table, Right item	0, 24	Cobot	24	0.02
11	Displaced Crate, Table, Right item	48.6, 0, 23	Cobot, Human	71.6	0.03
12	Table, Right item	0, 24	Cobot	24	0.02
13	Table, Wrong item	0, 40	Cobot	40	0.03
14	Table, Right item	0, 24	Cobot	24	0.02
15	Table, Right item	0, 24	Cobot	24	0.02
16	Table, Right item	0, 24	Cobot	24	0.02
17	Table, Right item	0, 24	Cobot	24	0.02
18	Table, Right item	0, 24	Cobot	24	0.02
19	Table, Right item	0, 24	Cobot	24	0.02
20	Table, Wrong item, Threshold Distance	0, 40, 6.3	Cobot, Human	46.3	0.02
21	Table, Right item	0, 24	Cobot	24	0.02
22	Table, Right item	0, 24	Cobot	24	0.02
23	Table, Right item, Cobot Collision	0, 24, 109.2	Cobot, Human	133.2	0.02
24	Table, Right item	0, 24	Cobot	24	0.02
25	Table, Right item	0, 24	Cobot	24	0.02
26	Table, Right item	0, 24	Cobot	24	0.02

508
 509 The important cases are discussed here. At the 1st iteration, a foreign object i.e. a table
 510 appeared with the right item situation. The human supervisor assessed the table; as not an
 511 obstruction to cobot's motion, and declared it an obsession for subsequent iterations. At the 2nd
 512 iteration, the table again appeared with the right item situation however, considered an obsession
 513 this time. At the 7th iteration, an unidentified person entered the workspace while the 'Right item'
 514 situation was encountered along with the table. The system chooses the human for the 'Unidentified

515 person situation', and the cobot for the 'Right item situation'. At the 11th iteration, a 'Displaced
516 crate' situation appeared with a 'Table' and the 'Right item' situation. The system chooses the
517 human for the 'Right item' and the cobot for the 'Displaced crate'. Human is chosen this time for
518 the right item as the matching score for the combination (cobot, displaced crate) is more than
519 (cobot, right item). At the 13th iteration, a wrong item appeared along with the table. The system
520 chooses the cobot to handle the wrong item situation. Three situations appeared at the 20th iteration
521 that were 'Wrong item', 'Threshold distance', and 'Table'. The system chooses the two most prior
522 situations i.e. the wrong item and threshold distance and assigned resources cobot and human
523 respectively. At the 23rd iteration, the 'Right item' situation appeared with the 'Table', however
524 during the cobot's operation, the human supervisor sneezed and contacted the cobot. This is the
525 'Cobot Collision' situation and the system was bound to stop. The system assigned the human to
526 the 'Cobot Collision' and the cobot to the 'Right item' situation. However, the cobot would not
527 move until the human gives a clear to the system as indicated in the decision-making diagram (Fig.
528 9). The Right item situation will then be activated on the 'resume operation' command. Here the
529 authors compare the current method with the previous approach (Islam et al. 2019). Only the most
530 prior situation having maximum Anxiety was catered for in the previous method during a single
531 iteration. Whereas the current method employs all available resources to relieve the current state
532 of Anxiety, hence the current approach is optimized. In the considered case, two resources are
533 available; it can be seen both are employed simultaneously to tackle the braved situations. The
534 technique provides leverage to incorporate any number of resources by modifying the equations
535 in the optimization algorithm which decides on situations by calculating matching scores of
536 corresponding resources vs. situations. There are times when only one resource is suitable to
537 handle several situations. At this stage, first situations with higher anxiety situations will be

538 addressed, subsequently the remaining catered for sequentially. For example, if two situations are
 539 encountered i.e. 'Unidentified person' and 'Cobot Power Failure' then the resource 'Human' is the
 540 only suitable resource to handle both situations one by one in terms of Anxiety.

541 Now the proposed method is compared with some contemporary systems in the field
 542 developed in the recent past. The systems are compared in terms of the safety parameters and the
 543 situational handling, the system provides. Details are given in Table 6.

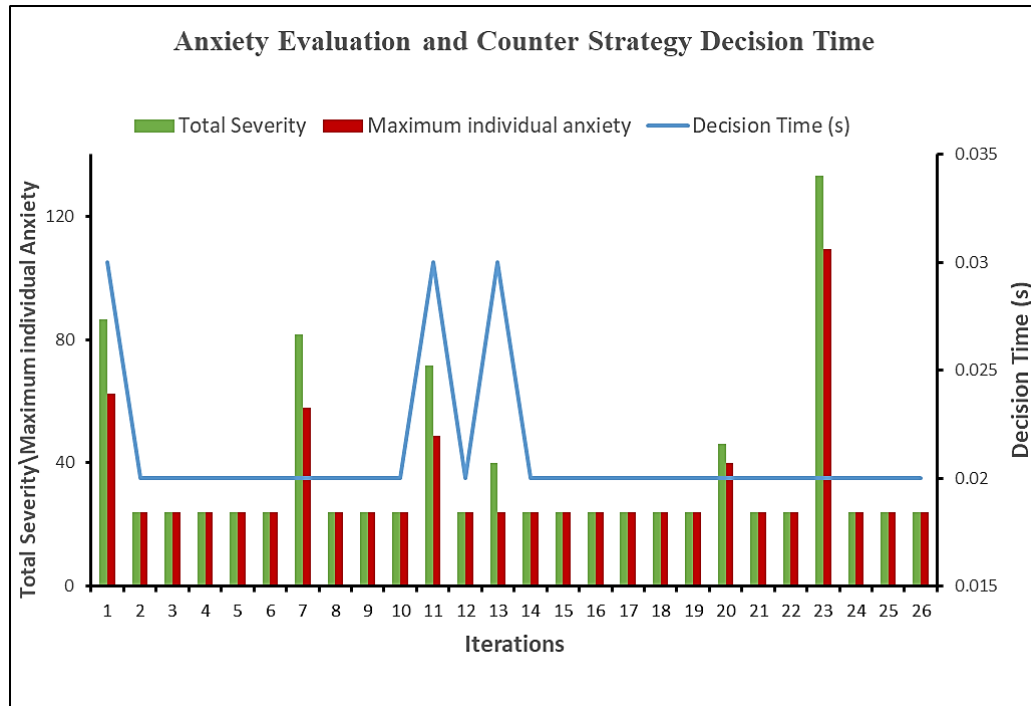
544 **Table 6**
 545 **Comparison of Proposed Method with Contemporary Systems**

<i>Authors</i>	<i>Technique</i>	<i>Safety Parameters</i>	<i>Situation Handling</i>
Flacco et al. 2012	Collision avoidance using depth space	Physical Safety for safe HRC	Caters single situation
Morato et al. 2014	Kinect and sphere-based simulation model for collision avoidance	Physical Safety for safe HRC	Caters single situation
Safeea and Pedro, 2019	Laser scanner and Inertial measurement unit (IMU) based model for collision avoidance	Physical Safety for safe HRC	Caters single situation
Sharkawy et al. 2020	Neural network and Torque-sensing for collision detection	Physical Safety for safe HRC	Caters single situation
Bekele et al. 2014	Physiological monitoring for adaptive HRI	Psychological safety	Caters single situation (difficulty level)
Lasota et al. 2014	Monitoring of separation distance for collision avoidance and speed adjustment	Physical and psychological safety for safe HRC	Caters single situation
Dragan et al. 2015	Intent awareness for fluent HRC	Psychological safety (Legibility)	Cater single Hybrid situation
Chadalavada et al. 2020	Bi-directional intent communication using spatial augmented reality (SAR)	Physical and psychological safety for safe HRC	Cater single situation
Islam et al. 2019	Situational awareness through visual cues and indexing of multiple situations (Anxiety) for safe HRI	Physical and psychological safety for safe HRC	<ul style="list-style-type: none"> • Caters multiple situations in order of priority (Handle highest priority situation at one time) • Non-optimized • Broad technique for indexing situations
Proposed Method	Connective Framework for Anxiety Mitigation by evaluation matching score (Anxiety factor)	Ensure both physical and psychological safety of the whole CPS for enhanced productivity (including legibility)	<ul style="list-style-type: none"> • Caters multiple situations at a time • Any number of situations and resources can be incorporated • Optimized • Rationale based indexing of situations

546 It can be seen from Table 6 that in the previous method, indexing of Anxiety was carried
547 out through a more generic approach which lacks a rationale for establishing different levels of
548 Anxiety. Although the current method is supported by the previous technique, however, a logical
549 approach having a connection to different types of situations is presented. The technique makes it
550 easy to differentiate and prioritize situations with varying anxiety levels based on knowledge
551 acquired from the nature. It is also observed that legibility is ensured for both the robot and the
552 operator through social cues. In the case of the robot, it is ensured by object detection, displacement
553 sensing, and pose estimation techniques, whereas in the case of the operator through threshold
554 distance, time delay, and other cautions mentioned in the logic diagram. It is also emphasized here
555 to observe the time taken by the setup in deciding on the braved situations. The maximum time
556 taken for deciding on a scenario is shown in Fig. 10 along with the anxieties for each iteration. The
557 system took 0.03s at maximum to decide upon the high-impact situations and their assignment to
558 the resources. This shows that the method is not time-intensive which can accrue benefits by
559 combining human intelligence with AI techniques. It is seen from the results, that the proposed
560 method provides flexibility to the CPS by handling multiple situations at a time in an optimized
561 manner.

562 The contribution of the works is that the CPS has been made more intelligent, safe, resilient
563 and smart, and an increase in the overall productivity of the system has been observed. The
564 amalgamation of four layers highlights the contribution of AI in the industry and a real
565 manifestation of the computers' integration in industry 4.0, which is implemented in every layer
566 of the proposed work i.e. the intended working of the CPS through software/algorithms, use of AI
567 and algorithms for situational assessment, algorithms for optimization and logic-based decision-
568 making/implementation, and integration of CPS elements. The method as a whole improves the

569 decision-making of a CPS facing a complex scenario, and the proposed framework is
570 accommodative to incorporate any industrial scenario may it be manufacturing, packaging, or any
571 other production scenario.



572

573 Fig. 10. Anxiety Evaluation and Counter Strategy Decision Time.

574

575

576 Future research should aim to improve the method with the support of machine learning
577 techniques/AI-based knowledge systems, which may learn in real-time from the environment and
578 will improve the knowledge base continuously. The existing system is dependent on predefined
579 solutions, it is proposed for future work that the system may learn by observing the repetitive
580 patterns and solutions provided to the situations, and may automatically resort to the same
581 solutions. Cloud base and semantic systems are emerging trends that may be incorporated to
582 further enhance the capability and customization of these systems. In this way, multiple situations
583 can be updated and omitted automatically in the system, though supervision by the human
584 component is still recommended.

584 **4 Conclusion**

585 In this work, the authors propose a connective framework that intelligently safeguards a CPS's
586 physical and psychological safety. The novel concept of Anxiety in CPS recently emerged, which
587 can gauge both psychological and physical safety issues faced by the CPS in the social domain.
588 The designed framework can optimally decide on continuous situations by evaluating the current
589 state of Anxiety. The approach combines knowledge, human intelligence, and AI to improve the
590 decision-making of the CPS encountering complex and dynamic situations. AI-based methods
591 supported by visual and IR cues are employed to produce a flexible system in which the
592 cooperating physical elements can detect and react well to better-conceived situations. Regardless
593 of the specific case, the proposed method's effectiveness and applicability have been validated in
594 a real-world industrial scenario. The technique has an edge in developing safe mechanisms for
595 intelligent factories to safeguard costly physical assets and involve human workers to conserve
596 and optimize the desired goal's efficiency and productivity. The developed methodology can be
597 applied to various industrial scenarios. It will set a new direction for future research where Anxiety
598 is perceived as the primary concern by all the collaborative parties and the decision-making
599 elements of the CPS.

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