Human-AI Collective Intelligence in Supply Chains

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Provide mutual effective learning



Research Methodology:

- 17 Case studies in Digital SC Transformation
- Analyzing 22 Al projects in SC → H-Al Teaming
- Experimental study in Intelligent Forecasting

FMCG $\leftarrow \rightarrow$ e-Commerce Automation vs. Augmentation 1900 SKUs

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Al projects that achieve the right balance between machine and human involvement in decision-making are more likely to succeed.

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Final Remarks

- **1.**The implementation of AI is Dynamic
- 2. The implementation of AI is context dependent
- **3.** Distinct capabilities are needed to make AI projects a success
- **4.**From "learn to discover" to "learn to optimize"
- 5. Diverge & Converge
- 6.Scale the applications require monitoring learning



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Questions to discuss?

- ✓ Where do your SC process stand in terms of AI implementation in this map?
- ✓ Have you experienced some of this?
- ✓ Which kind of human roles do you find here? Final user of the process, Coder, business owner, owner of the data, provider of other data, ...
- ✓ It is Dynamic:
- ✓ It is not just translating the process into coding, is to adapt to the new way of making decisions
- It is not universal, for all the products, every particular product will need a different deployment of Al and the interaction
- Ambidextrous organisations: exploring new rules with your ecosystem
- Scale and network effects
- ✓ How AI can help in these SC processes?
- ✓ Why they are classified in that quadrant?
- ✓ How does Reinforcement Learning take place?
- ✓ What KPIs would be needed? KLIs?

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