

## BIZ-I4

# BIZ-I4 — AI in Operations and Process Improvement

*Business — Intermediate / Intermediate*

<b>Audience</b>	Operations managers, process leads, team leaders with operational responsibility
<b>Prerequisites</b>	BIZ-F1 — AI Literacy for Teams / BIZ-F2 — AI Tools for Professional Productivity
<b>Duration</b>	1.5 days
<b>Delivery format</b>	Workshop — process mapping and implementation
<b>Group size</b>	8–16
<b>Materials provided</b>	Process mapping templates, AI opportunity assessment matrix, ROI calculation toolkit, measurement framework template

## Description

This 1.5-day workshop teaches operations and process leaders to identify where AI creates genuine business value, automate the right things, and measure impact systematically. Participants map their operations, identify high-value AI opportunities, build ROI models, and start implementing at least one process improvement during the session itself. By the end, teams have prioritised opportunities, ROI justification, and measurement frameworks ready for implementation. Includes sector-specific data and processes to maximise relevance.

## Key Modules

### Module 1 — Mapping AI opportunities in your operations

Structured methodology for identifying processes worth automating. Participants map current workflows, estimate time spent, identify bottlenecks, and score opportunities by impact and feasibility. Includes facilitated discussion of which processes are good candidates versus which create unintended risks.

### Module 2 — Automating repetitive workflows

Practical assessment of what is feasible without technical expertise. Hands-on demonstrations of no-code and low-code automation tools, workflow builders, and AI integration. Participants identify 3+ automation opportunities in their own operations.

### Module 3 — AI for quality assurance

Using AI to catch errors, inconsistencies, and gaps in operational processes. Real examples of AI-assisted quality checks, data validation, and anomaly detection. Cost-benefit analysis of where automation adds value versus introducing false positives.

### Module 4 — AI in customer-facing processes

Where AI improves customer experience versus where it damages trust. Case studies from multiple sectors. Designing customer-facing AI to feel helpful and transparent, not automated or cold.

### Module 5 — Building an ROI model

Cost of technology, training, implementation effort, and ongoing maintenance versus value of time saved, quality improved, and errors reduced. Participants build ROI models for their top 3 opportunities. Sensitivity analysis and scenario planning.

### Module 6 — Measuring and reporting impact

Measurement frameworks that prove value is being realised. How to track adoption, identify issues, and keep business case alive after launch. Reporting cadence and metrics that matter to leadership.

## What You Will Be Able To Do

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1. Map operational processes and systematically identify high-value AI opportunities
2. Evaluate automation feasibility using practical assessment criteria
3. Build working ROI models that justify investment and defend business case
4. Design quality assurance and measurement frameworks for AI implementations
5. Start implementing at least one process improvement before leaving the workshop
6. Communicate operational AI benefits in business language to leadership

## Delivery Notes

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Meeting room plus breakout space for group work and hands-on implementation. Internet, projector, tables for process mapping exercises. All participants require laptops. Pre-load sector-specific process data, sample workflows, and sample operations datasets for exercises. Set up access to automation demo tools. Trainer should have operations or process improvement background. Optimal group size 10–14 from same operational area if possible.

## Pathway Position

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**Comes after:** BIZ-F1 / BIZ-F2

**Feeds into:** BIZ-I5 — AI for Customer Engagement / BIZ-A8 — AI Strategy and Transformation

**Ready to book this course?**

Contact Io Technologies to discuss delivery at your organisation.

All courses and engagements are delivered on request — on-site, remote, or blended.