

Enhancing Efficiency Through AI

Project Duration: 7 months @ 3 days/month

Role: AI Coach

Project Overview: Our client, an innovative SME, aimed to enhance operational efficiency by integrating artificial intelligence into its processes. The objective was to improve reporting speed and quality while reducing the time spent on repetitive tasks.

Challenges: Preparing good reports and proposals is business-critical but labor-intensive and often means repetitive work. The quality varies significantly depending on the author's language skills, especially when multiple contributors worked on a single report. Additionally, the team lacked practical knowledge of generative AI tools like ChatGPT and how to effectively use them to improve quality and streamline report production.

Solutions Implemented: We collaborated closely with the client to tackle these challenges. Tailored workshops were designed to train the team in advanced prompting techniques for ChatGPT, focusing on creating consistent, high-quality reports. Simple yet effective AI tools were integrated into daily workflows, and ChatGPT was also used to support data analysis.

Results: The project achieved measurable outcomes. Routine reporting time decreased while the quality and consistency of language improved. This allowed the team to focus on higher-value tasks. Reports became more aligned with the company's operational goals.

The team also developed confidence and proficiency in using AI tools, driving continuous improvements and fostering a culture of innovation.