OUTSELL PLAYBOOK

OUTSELL JOURNAL - DECISION WORKSHEET

Manufacturing order AI: an exception-first evidence plan for buyers

QUESTION

How should manufacturers and implementation partners evaluate AI-assisted order intake without copying another company's automation metrics or hiding the exception workload?

GUIDE TAKEAWAY

Start with document and exception evidence, keep human verification proportionate to consequence, and treat every write to the ERP as a controlled action with an audit and recovery path.

START HERE

Sample orders and classify consequential exceptions.

YOUR SITUATION

Account or cohort

Decision to make

Starting state and exclusions

Evidence sources, dates, and limitations

Unknowns to validate

WORK THROUGH THE GUIDE

1. Sample orders and classify consequential exceptions

Evidence or input

Output or decision

Owner and review point

2. Map action authority, review and rollback by stage

Evidence or input

Output or decision

Owner and review point

3. Freeze a representative test and shadow period

Evidence or input

Output or decision

Owner and review point

4. Govern corrections, master data and reuse scope

Evidence or input

Output or decision

Owner and review point

5. Publish buyer evidence with cohort and limits

Evidence or input

Output or decision

Owner and review point

COMPARE THE OPTIONS

Rules and templates

Useful when: Formats and terms are stable

Limitation: Brittle with novel layouts

Suggested action: Use for deterministic fields

Why this fits our situation

Evidence needed before acting

Document AI with full review

Useful when: Variability is high and consequences matter

Limitation: Reviewer load may remain high

Suggested action: Improve the exception taxonomy

Why this fits our situation

Evidence needed before acting

Staged bounded automation

Useful when: Evidence supports selected low-risk cases

Limitation: Requires routing and audit discipline

Suggested action: Widen authority by cohort

Why this fits our situation

Evidence needed before acting

Broad straight-through processing

Useful when: Exceptions are rare and controls are mature

Limitation: False automation has larger impact

Suggested action: Require live containment and rollback

Why this fits our situation

Evidence needed before acting

COMMIT TO A BOUNDED NEXT STEP

Chosen action

Responsible owner

Required approval

Success measure and definition

Review date

Continue, revise, or stop criteria

Guide: https://outselll.com/blogs/manufacturing-order-ai-exception-evidence-plan/

Publisher and evidence policy: https://outselll.com/editorial-policy/