

AI FOR DOCUMENTING WORK PROCESSES AND QUALITY MANAGEMENT

WHY IS THIS TOPIC IMPORTANT?

AI for documenting work processes can increase cost efficiency, as it captures data much faster than manual data entry. This can particularly optimize workflows for repetitive tasks, freeing up resources for other activities. Data-driven insights can improve decision-making and resource allocation. Workflow automation through AI simplifies the creation and management of documentation, ensures consistency, and reduces errors. This minimizes manual intervention and improves data quality. By using AI to document work processes, SMEs can streamline operations, reduce costs, enhance data quality, and foster growth, thereby strengthening their competitiveness in the digital landscape.



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WHAT ARE THE POTENTIAL USE CASES?

AI offers valuable applications for documenting work processes in SMEs. A key use case is automated process recording, where AI documents workflows by taking screenshots, logging steps, and recording user actions. AI also supports the creation of standard operating procedures (SOPs) and user manuals, simplifying documentation for training materials, technical manuals, or guides for new employees. It is particularly effective in data extraction and processing, especially for financial tasks such as invoice management. AI analyzes workflows to identify bottlenecks and optimize processes while ensuring compliance and consistency. It also facilitates the classification and organization of documents, improving accessibility. Real-time collaboration tools enable teams to work jointly on documents and keep processes up to date. AI also allows the creation of customized document templates and highlights areas where tasks and workflows can be improved. By adopting AI, SMEs can significantly increase the accuracy, efficiency, and effectiveness of their work process documentation.

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AI IMPLEMENTATION: PRACTICAL EXAMPLE

A restoration company specializing in monument preservation uses an AI tool to optimize workflows and improve communication. A central element is the software AIDA, a central booking system that digitizes order management, time tracking, and on-site documentation. Each project receives a unique identifier to track purchases and working hours. The company also implemented the MemoMeister app, which enables real-time exchange of data, images, and documentation between office and on-site teams, supporting faster problem resolution. The app is particularly useful for providing evidence to heritage authorities and clients. In addition, a digital planning board improves project management and resource allocation, while the Staff News app ensures company-wide communication. This digital solution supports a quality management system for tracking materials and components, which is crucial for monument preservation. These tools optimize processes, improve traceability, and save time by enabling fast, clear communication and remote problem-solving.



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WHAT NEEDS TO BE CONSIDERED?

When implementing AI for documenting work processes and quality management, several key aspects must be taken into account. Especially in fields such as monument restoration, where each project is unique, flexible templates are essential to cover diverse tasks and specialized terminology. Involving employees in this process ensures clarity and consistency. Furthermore, providing the necessary hardware and software can be a challenge, particularly for applications with user-dependent fees. It is important to carefully assess who really needs access to make optimal use of resources. AI can also improve compliance and efficiency by automating routine tasks, reducing human error, and simplifying compliance checks. Finally, fostering a culture of continuous improvement-through regular feedback and training-helps employees adapt to new technologies and understand their benefits. By considering these factors, organizations can successfully implement AI to optimize documentation and quality management.



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