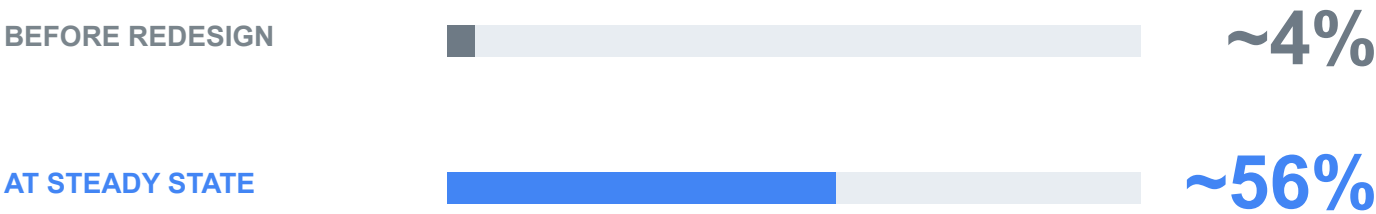


Making predictive AI actionable for frontline maintenance

MEASURED IMPROVEMENT IN MAINTENANCE WORK PER LABOUR HOUR



WORKFLOW SHIFT: supervisor review → direct-to-technician Repair Plans

CHALLENGE

A large transit pilot showed substantial labour savings. During expansion, Repair Plans went directly to technicians rather than through supervisors. The product kept detecting issues and teams kept using it, yet measured productivity gain dropped to ~4%.

DIAGNOSIS

I analyzed the data and joined my co-founder in interviews and customer leadership discussions. Supervisors had prioritized the original Repair Plans before assigning work. Sent directly to technicians, the unfiltered plans prompted work across every branch.

REDESIGN

My co-founder and I specified Repair Plans focused on the most probable issue. Product and engineering, led by my co-founder, replaced paragraph-length decision trees with one or two sentences. At steady state, measured productivity improvement reached ~56%.

LEARNING FOR GENAI PRODUCTS AND AGENTS

Before designing an AI output, understand who receives it, why they use it, and how it informs action. Extra detail can build confidence or dilute the recommendation; technical correctness alone does not ensure realized value.