

Key Evaluation Criteria for Gen AI Output

1 Relevance

Determine if the response directly addresses the prompt or task.

2 Accuracy

Ensure factual correctness and verify information against credible sources.

3 Completeness

Check if the response covers all necessary points without omitting critical details.

4 Context

Ensure the response aligns with the intended audience, purpose, and situation.

5 Bias Detection

Identify and address biased or discriminatory content.

6 Tone and Style

Ensure the response matches the intended audience and context.

7 Hallucinations

Detect fabricated or false information that may sound credible but lacks evidence.

Steps to Check Accuracy of AI Output

1 Review the initial output

Ensure the response aligns with your query and is clear, concise, and well-structured.

2 Note down listed facts

Highlight all key facts or claims for reference.

3 Assess source relevance

Confirm sources are accessible, reputable, and interpreted correctly.

4 Check factual accuracy

Verify information using trusted sources like official websites or scholarly publications.

5 Consult subject matter experts if needed

Validate with experts or senior colleagues for critical or specialised topics.

Steps to Check Context of AI Output

1 Define the context

Identify the audience, purpose, and setting.

2 Evaluate alignment

Ensure tone, language, and focus suit the audience and purpose.

3 Identify gaps

Spot misalignments in tone, complexity, or missing key details.

4 Refine for context

Adjust for audience expectations and the specific medium.

5 Test and iterate

Review for audience needs, purpose, and clarity; refine based on feedback.