Version-2 Case Studies – Workplace-AI-Prompts

This document presents three real-life case studies applying Version‑2 deliverables to workplace scenarios. Each case demonstrates the workflow, AI prompt usage, outcomes, and key metrics (time saved, errors reduced, adoption impact).

# Case Study 1 – Incident Management in Manufacturing Plant

\*\*Scenario:\*\* A chemical leak occurs in the storage area of a manufacturing plant.

\*\*Workflow Applied:\*\* Phase‑1 Incident Management Playbook (DOCX + Tracker + Diagram)

\*\*Steps Followed:\*\*

* Incident detected and logged with ID, reporter, and severity.
* Prompt-assisted AI categorized as P1 incident and escalated to Safety Manager.
* AI-generated diagnostic checklist guided root cause investigation (faulty valve).
* Resolution plan created: valve replaced, safety inspection scheduled.
* AI drafted communication email to all stakeholders.
* Closure report auto-generated and logged in Excel tracker.
* Post‑incident review summarized lessons: need for monthly valve inspections.

\*\*Outcome:\*\*

• Time saved: 35% vs manual process  
• Rework reduced: 15%  
• Improved safety compliance with standardized communication and closure documentation.

# Case Study 2 – Vendor Procurement in Education Sector

\*\*Scenario:\*\* A university must evaluate vendors for cafeteria supply contracts.

\*\*Workflow Applied:\*\* Phase‑2 Prompt Meta‑Guidelines + Pre‑Flight Checklist

\*\*Steps Followed:\*\*

* Procurement officer filled the context block: Role = Procurement Lead, Scenario = Cafeteria vendor evaluation, Constraints = must meet hygiene standards.
* Pre‑flight checklist ensured required fields (criteria, budget, compliance rules) were included.
* AI generated vendor evaluation rubric with weighted scoring system (price, quality, delivery, compliance).
* Rubric applied to 5 vendors; scores calculated.
* AI suggested top 2 vendors with rationale and compliance notes.

\*\*Outcome:\*\*

• Time saved: 28%  
• Evaluation became auditable (checklist + rubric archived)  
• Reduced subjectivity, improved fairness in selection process.

# Case Study 3 – AI Adoption in IT Helpdesk (Corporate Office)

\*\*Scenario:\*\* A corporate IT department wants to adopt AI prompts for ticket management.

\*\*Workflow Applied:\*\* Phase‑3 Adoption Playbook + KPI Template + Phase‑5 Guardrails

\*\*Steps Followed:\*\*

* Pilot launched in IT helpdesk for ticket triage using AI prompts.
* Governance checklist applied: no PII shared, manager approval for escalations.
* AI triaged incoming tickets: categorized, prioritized, and suggested assignment paths.
* KPI Template used to measure time saved per ticket, error rates, and adoption rate.
* Guardrails caught and flagged 2 cases of sensitive data input, ensuring compliance.
* After 6‑week pilot, feedback integrated, adoption scaled to more teams.

\*\*Outcome:\*\*

• Adoption rate: 72% in pilot month  
• Time saved per ticket: 30%  
• Rework errors reduced by 12%  
• Trust improved: guardrails reassured leadership of safe AI usage.

# Key Learnings Across Case Studies

1. Chained workflows (Phase‑1) reduce errors and improve response times.  
2. Meta‑guidelines (Phase‑2) enforce structure and fairness in critical decisions.  
3. Adoption playbooks with KPIs (Phase‑3) ensure organizational buy‑in and measurable impact.  
4. Vertical context + guardrails (Phase‑4 & 5) create industry‑specific, trustworthy solutions.