Management Summary

What contribution can the Decid-O-Bot make to location decisions?

Abstract

Artificial intelligence, also called AI, is the development and theory of some computer systems that are capable of performing certain tasks that would normally require human intelligence. In recent years, Artificial Intelligence and machine learning has become increasingly relevant in virtually every workspace across the globe. Therefore, it was also important for the company TD Trusted Decisions GmbH to recognize the potential of AI in times like this and to try to successfully integrate this upcoming technology in their organisation. Especially for strategic decisions like location decisions, the use of Artificial Intelligence is becoming more and more attractive to assist with decisions and to support them. The aim is, to use AI to increase the successful finding of strategic decisions and thus ensure better strategic management. Since this use of AI in the context of strategic management is still quite new in the literature, this seminar paper includes scientific researches on management decisions, location decisions and the use of the Decid-O-Bot on four location decisions. The Decid-O-Bot is a management supporting chatbot, developed in a previous work for Trusted Decision, to find out, if a company is capable of using AI for strategic management decisions. This is intended to support management in critical decision-making processes. However, for this project the Decid-O-Bot needed to be slightly adjusted, so that it could be used on location decisions accordingly. These adjustments are documented in this research and shown on real life examples. In this work, this artefact is tested with some case studies of location decisions, including one with Trusted Decisions.

Research goal

The research objective of the seminar paper is to analyze what contribution the Decid-O-Bot can make to location decision. To achieve this goal, an artefact is defined and applied. The results should show whether there is the potential to rely on the decision of AI, e.g., in case of location decisions. As a basis for obtaining this information and making a recommendation, the basic topics on AI or management decisions were researched as part of the work and then topic-specific analyses were carried out to show the potential uses of the Decid-O-Bot.

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Left diagram (Decision process about AI usage for strategic decision making)

01 — Decision process about AI usage for strategic decision making starts

Identify the willingness of making decisions with AI 02

03 — Should AI make the decision in the company? — yes / no

Identify the needed approach 04

05 — Is the approach rational? — yes / no

Identify the available data pool 06

07 — Is a large data pool available? — yes / no

Identify the extent of the involvment of AI 08

Change 1

09 — Is involvement of AI an aggregated human AI decision-making? — no / yes

Change 2

Identify the readiness of the manager for using AI by making decisions 10

11 — Is the manager willing to use AI by making decisions? — yes / no

+ 12

Change 3 — Identify the challenges when the AI is making decisions 13

Change 4 — Identify the existance of MIS 14

+ 15

16 — Is a MIS existing? — yes / no

+ 17

Change 5 — Identify the information about the classifier and hide them 18

Change 6 — Identify the KPIs 19

Change 7 — Identify a responsible person for the decision 20

+ 21

22 — YES AI will be used by strategic decisions

23 — NO AI will not be used by strategic decisions

Right diagram (Decision process about AI usage for location decisions)

01 — Decision process about AI usage for location decisions starts

Identify the willingness of making decisions with AI 02

03 — Should AI make the decision in the company? — yes / no

Identify the needed approach 04

05 — Is the approach rational? — yes / no

Identify the available data pool 06

07 — Is a large data pool available? — yes / no

Identify the extent of the involvement of AI 08

09 — Is the involvement of AI an aggregated human AI decision-making? — yes / no

Identify the challenges of decision-making with AI 10

11 — Are the challenges of decision-making with AI too high? — no / yes

Identify the information about the classifier and hide them 12

13 — Is only a necessary number of people involved in the decision-making process? — yes / no

+ 14

Identify a responsible person for the decision 15

Identify the KPIs 16

+ 17

18 — Are the location factors used by the AI sufficient? — yes / no

19 — YES AI will be used for location decisions

20 — NO AI will not be used for location decisions

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