

CSCRL SPING SYMPOSIUM

AI AND THE FUTURE OF WORK IN SUPPLY CHAIN: PEOPLE, CULTURE
AND PERFORMANCE
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ABSTRACT

FROM HYPE TO HABIT: BUILDING THE CULTURE THAT MAKES AI WORK IN SUPPLY CHAIN

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I'll be speaking about what it actually takes for AI and automation to succeed in supply chain and logistics, with a focus on the human side of adoption. While AI is a major buzzword right now, most initiatives stall not because the technology is lacking, but because organizations are not ready to operationalize it. This session reframes "human + AI" as a partnership, where people retain judgment, safety, and exception handling, and AI accelerates work through speed, pattern recognition, drafting, validation, and decision support. The goal is to help leaders and practitioners move past hype and into practical, scalable execution.

Attendees will leave with a clear, actionable framework for building AI readiness through culture, process, knowledge management, and data discipline. I'll cover the culture shifts that reduce tribal knowledge and "hero-driven" operations, how to establish a true single source of truth, and the foundational work required to ground AI so it can be trusted and reliably scaled. The session will close with a pragmatic "start Monday" playbook and a set of questions participants can use to identify gaps in their own organizations, prioritize opportunities, and build the buy-in needed to move from isolated experiments to meaningful automation outcomes.

