Mapping the Future
The Hidden Risk of AI-Powered Process Design

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What We Will Cover Today

1. About QMII
2. Why Are We Here?
3. AI-Powered Process Design: Risks & Foundations
4. Q & A

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About QMII

- QMII has provided best in industry process improvement consulting, auditing, and training since 1986
- Headquartered in Ashburn, Virginia
- ISO 9001:2015-certified
- DBE-certified
- Minority-owned business
- GSA MAS holder

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About QMII

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Why Are We Here?

To understand why AI-powered process maps are only as good as the work behind them

To find the audit blind spot AI already exploits

To build a practical framework for using AI

The AI Process-Mapping Promise

- Faster mapping than ever before
- Cleaner, more readable process visuals
- Instant gap identification
- All genuinely useful.

All beside the point if the process was never right.



Faster mapping

Weeks of work in days



Cleaner visuals

Flows anyone can read



Instant gap ID

Flags what's missing

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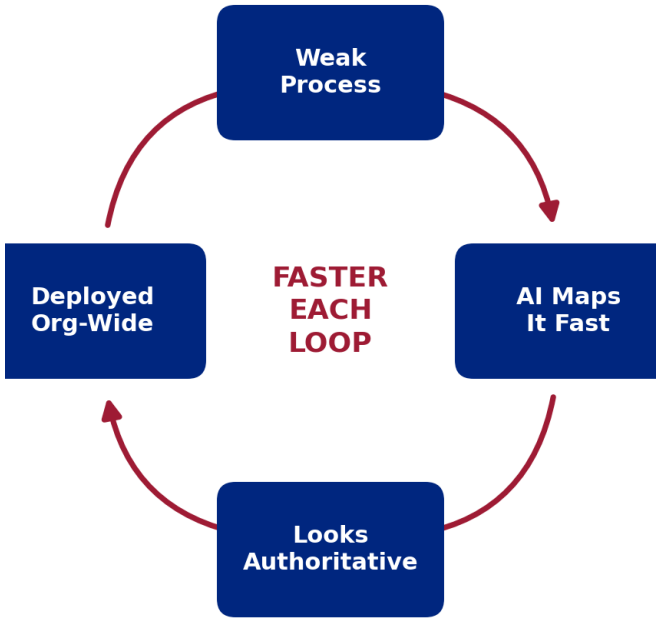
Your Audit Program Has a Blind Spot

- Auditees may use AI to prepare for audits
- If using AI to prepare checklists it may skip the connection from clause 4 to 6 to 8.
- AI alone can make an SOP or checklist look good
- Poor input = Poor output.



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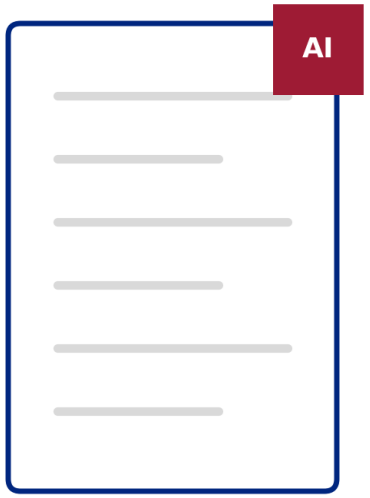
Observations from the Field

- Quick to adopt AI mapping tools
- Same trend in AI-drafted SOPs
- Less consistent on foundational work
- Rarely ask if the process was sound

  Speed of adoption ≠ quality of outcome.

- Risk Assessment by humans numbed



manuals • SOPs • forms • checklists

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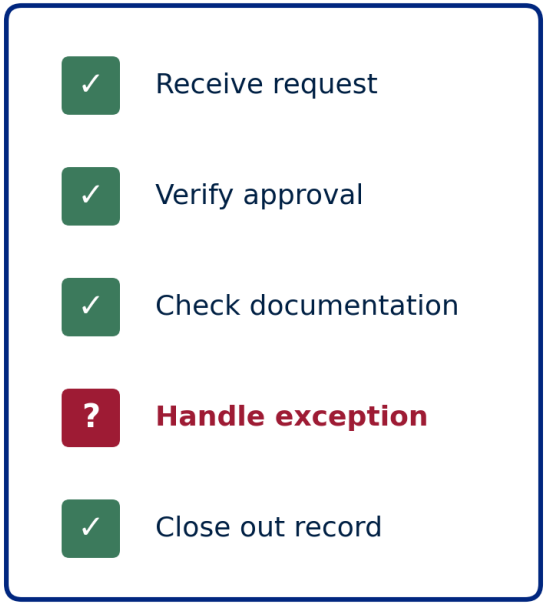
The Danger of Relying on AI Completely

- AI-drafted SOPs can look complete and authoritative
- It's easy to mistake polish for accuracy
- What's missing is often invisible
- The danger isn't AI itself.

  It's trusting its output unverified.



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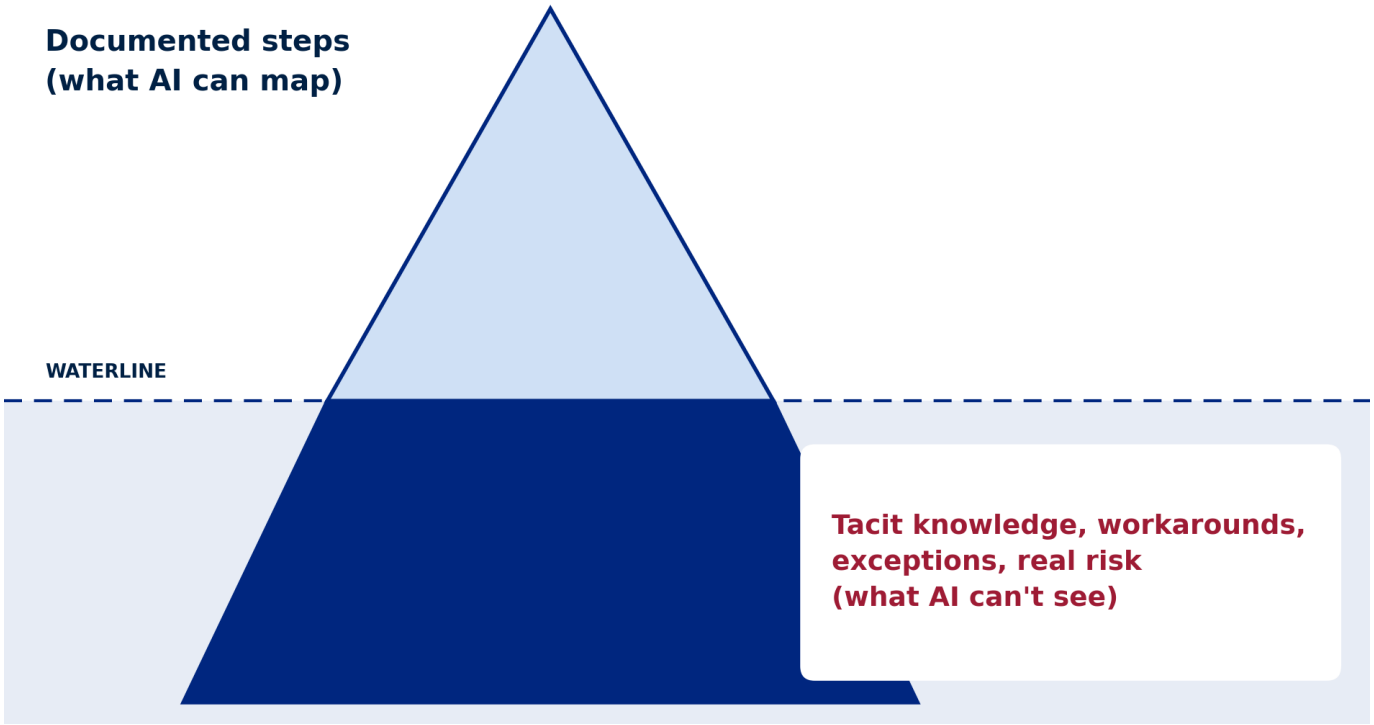
The Iceberg: What AI Can't See



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What Did We Assume the AI Would Catch?

- We assume the AI has the full picture… without verifying it
- Problems happen when “the AI mapped it” replaces “we verified it”
- We trust the output… but miss what we never told it
- Strong AI-powered design doesn't rely on assumptions—it makes input verifiable

"Risk is not a one-time exercise"



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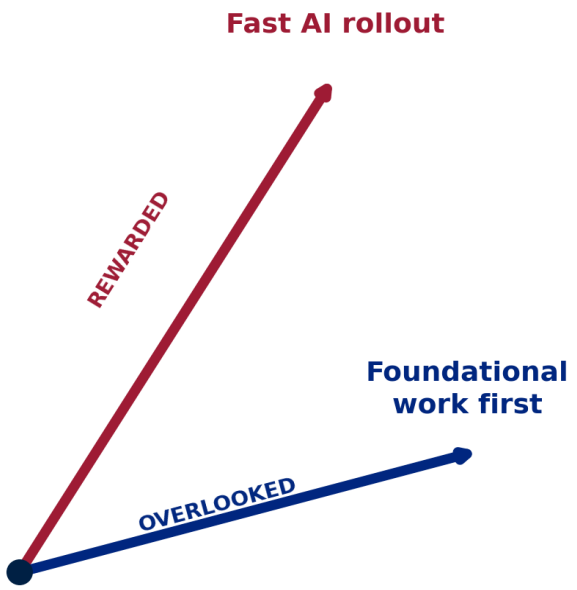
What the Organization Rewards

- Behavior follows incentives, not intentions
- Rewarding AI speed makes accuracy optional
- Documentation is treated as overhead
- A good foundation delivers what AI should produce

Reward what makes AI trustworthy.



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The AI-Documentation Maturity Model

A self-assessment, anchored to ISO/IEC 42001

Growing maturity →

0	1	2	3
Unmanaged	**Acknowledged**	**Controlled**	**Integrated**
No record of which docs are AI-touched	Policy exists — no evidence retained	Flagged & reviewed; tool vetted like a supplier	Audited under 9.2; human-in-the-loop defined
no clause coverage	Clause 7.5	7.2 · A.10.3	9.2 · A.9.3

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The Foundational Elements



Documentation

Every step captured, including exceptions



Context

Why each step matters, not just what happens



Risk

What breaks — and how badly — if it fails



Ownership

Someone accountable for keeping it current

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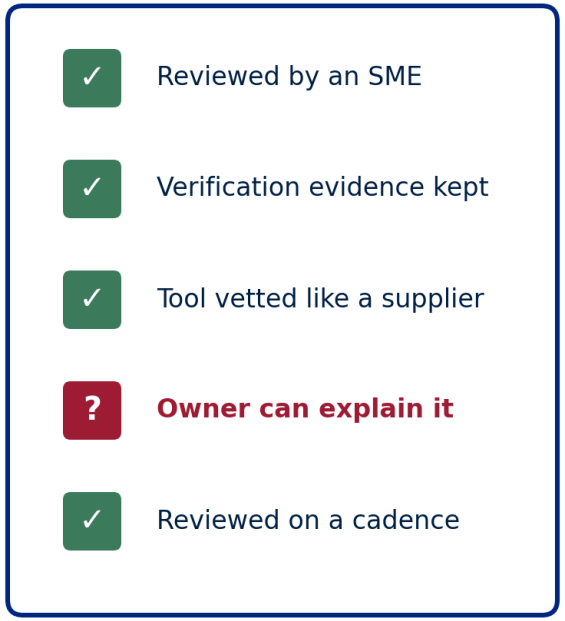
Before You Approve It: A Starter Checklist

- Every AI-assisted document should clear this first
- Five checks — one is usually skipped
- Can't explain it? It's not ready.
- Speed is not the same as readiness — *verify before you release.*



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Good Prompts for AI-Assisted Audit Checklists

1. **Assumption-surfacing**

   “Before drafting this checklist, list the assumptions you're making and flag anything you can't verify from the documentation.”

2. **Gap-flagging, not gap-filling**

   “Identify steps that depend on undocumented judgment calls or tribal knowledge. Don't fill them in — flag them for me to verify.”

3. **Risk-rated, not just listed**

   “Rate the risk of each item if skipped or done wrong. If you lack context to assess risk, say so instead of guessing.”

4. **Source-constrained**

   “Generate this only from the attached documents. Mark any item where you had to infer beyond what's provided.”

5. **Self-critique close**

   “List the top three things a human auditor should double-check before using this checklist in the field.”

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If You're the One Using AI

- Auditors use AI too — checklists, notes, draft findings
- Client evidence in a public AI tool is a confidentiality risk
- The tool can draft it; your judgment signs it
- You'd vet a client's AI tool —

hold your own to the same standard.



Confidentiality first

1 **Your judgment, not the tool's**

you sign the finding

2 **Vet your own AI tools too**

same supplier logic applies

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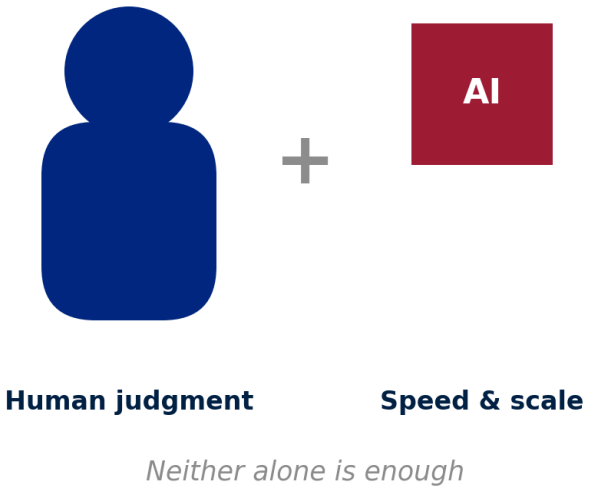
AI as Enhancement, Not Replacement

- Use AI to draft — not to finalize
- Pilot on one process before rolling out
- Build verification into the workflow
- Treat AI output as a hypothesis, not a conclusion

AI accelerates whatever you feed it.



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Faster Map, or Better Process?



We reward speed of mapping… not quality of the process



Polished AI-generated maps are often highly visible—and largely superficial



Most AI process tools increase clarity of documentation but leave the process unchanged



If nothing about the process itself changed, the risk still exists

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In Conclusion

- AI enhances — it doesn't replace sound design
- Speed without foundation is still wrong, just faster
- Capture knowledge, context, and risk before automating
- Audit the origin, not just the output

Map the process. Then AI moves faster.



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Procurement Options

GSA MAS: 47QTCA20D0050
SAM UEI: E8KYQBSFJ6V6
CAGE: 1GFC9
STARS 8(a) III

SDVOSB Partners
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Thank You!!!



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