

TWO-DAY WORKING SESSION

Where should AI actually be used in Problem Solving?

Organizations want to use AI. The real challenge is knowing where it genuinely adds value and how to implement it responsibly.

THE GUIDING QUESTIONS

01

Where can AI create value?

02

Can we technically realize it?

03

How do we make it stick and scale?

THE CENTRAL INSIGHT

Problem Solving is not one task.

Each sub-step places different demands on AI — from understanding context and structuring information to reasoning, generation, evaluation and verification.

01

Recognize

02

Define

03

Gather & Structure

04

Generate Causes

05

Evaluate Causes

06

Verify

07

Correct & Confirm

08

Reuse & Learn

One prioritized AI Problem Solving use case.

A practical case for implementation — built by you, during the two days.

WHO SHOULD ATTEND

For leaders who can turn insight into action.

Designed for people responsible for improving how their organization solves problems — with enough mandate to influence implementation.

Quality

Root Cause Analysis

Operational Excellence / CI

Manufacturing & Operations

Problem Solving Capability

PRACTICAL INFORMATION

Plan the room. Bring a real challenge.

DATE

To be confirmed

LOCATION

Online via MS Teams

LANGUAGE

English

GROUP SIZE

Up to 12 participants

PRICE

€1,390 per participant

PRE-WORK

Bring one real Problem Solving challenge

INCLUDED

Workshop materials, canvas and facilitation

FORMAT

Two full working days

THE NEXT STEP

Bring one real challenge. Leave with one AI use case.

Request a place at ai-problemsolving.com — up to 12 participants.

Three questions. Three complementary perspectives.



01 PROBLEM SOLVING x AI

Where can AI create value?

Sascha Laufenberg

15+ years in structured technical Problem Solving and Root Cause Analysis. CEO & co-founder of Causetec, working at the intersection of proven Problem Solving processes and applied AI.



02 ENTERPRISE AI & TECHNOLOGY

Can we technically realize it?

Mark Vismer

Hands-on experience leading AI transformation in a large regulated healthcare and medical-device environment, including AI-supported Problem Solving in practice.



03 ORGANIZATIONAL IMPLEMENTATION

How do we make it stick and scale?

Jens Refflinghaus

23+ years in organizational Problem Solving and extensive leadership experience, including regional Managing Director. Focused on capability building and Human Performance.

HOW THE WORKSHOP WORKS

Not two days of presentations.

Learn it. Apply it. Build your own implementation case.

01

THEORY / LEARN

Get the essential concepts and frameworks needed to make the next decision.

02

CASE STUDY / APPLY

Apply them to a shared industrial case and see how the approach works in practice.

03

REAL-LIFE APPLICATION / BUILD

Transfer the approach directly to your own organization and selected use case.

THE WORKING DOCUMENT

One Canvas guides the entire two-day journey.

You build a practical AI implementation Canvas progressively across the two days — from business problem and AI opportunity through technology, data, people and organizational requirements to priorities, risks and the first experiment.

01

Business Pain

02

Desired Outcome & Value

03

Problem-Solving Lifecycle x AI

04

IT, Data & Knowledge Readiness

05

Human Performance Requirements

06

Governance & Boundaries

07

Stakeholders & Implementation System

08

Implementation Priorities

09

Pre-Mortem / Critical Risks

10

Experiment & Investment Case

The goal is not to leave with more AI knowledge.

Leave knowing what you want to implement, what it will take, and what you need to do next.

Your Two-Day Working Journey

DAY 01

Where should we use AI in Problem Solving?

08:30-09:15

Start with the Problem, Not the AI

What problem are we actually trying to solve?

Why it matters: Many AI initiatives fail because they start with the technology rather than with a meaningful business problem.

09:15-10:30

Understand How Problem Solving Works

Where does our Problem Solving process work and break down?

Why it matters: Problem Solving contains different sub-steps, each placing different demands on AI.

10:45-12:15

Find the Right AI Opportunities

Where across the Problem Solving lifecycle can AI create the most value?

Why it matters: Breaking the lifecycle into individual steps reveals specific opportunities instead of one broad AI initiative.

12:15-13:00

Human × AI: Who Should Do What?

What should AI do — and what must remain a human responsibility?

Why it matters: Clear roles, decision rights and human oversight create leverage while retaining control.

14:00-15:00

From AI Opportunity to Technical Reality

What technology, data and knowledge would our AI opportunity require?

Why it matters: Understanding practical requirements separates technically realistic opportunities from attractive ideas.

15:15-17:00

Choose Your Priority AI Use Case

Which part of our Problem Solving lifecycle should we implement first?

Why it matters: Select one lifecycle step and use case to develop in depth during Day 2.

DAY 02

What does it take to put the use case into reality?

08:30-09:30

Assess IT, Data & Knowledge Readiness

What do we have today — and what is missing to make our use case work?

Why it matters: Mapping Current → Needed → Gap makes prerequisites and dependencies visible.

09:30-10:45

Design the Human Side of the Change

What must people do differently for the use case to succeed?

Why it matters: Roles, expectations, skills, processes and support must be designed alongside technology.

11:00-12:00

AI Boundaries & Enterprise Reality

What constraints and guardrails must be designed?

Why it matters: Technical limitations, governance and oversight shape what can work in a regulated environment.

12:00-12:45

Build the Implementation System

Who needs to enable, approve, own and use the solution?

Why it matters: Explicit ownership, dependencies and stakeholder requirements reduce implementation friction.

13:45-14:30

Turn the Gaps into Clear Priorities

What do we need to do first?

Why it matters: Clear priorities turn observations into a concrete next action.

14:30-15:15

Pressure-Test the Implementation

What could prevent our next step from succeeding — and how do we secure it?

Why it matters: Thinking through risks around the initiative and next action increases the chance of progress.

15:30-16:30

Design the Experiment & Investment Case

How do we test the use case — and what decision do we need from management?

Why it matters: Define hypothesis, scope, baseline, success criteria, resources and Scale / Modify / Stop decisions.