



Maintaining Governance and Control

Whilst utilising AI, Agentic, Digital Workers, and orchestration within manufacturing

AI, Agentic Digital Workers & Orchestration in Manufacturing

Manufacturing organisations are under constant pressure to improve productivity, reduce costs, increase responsiveness and operate more efficiently across increasingly complex technology landscapes.

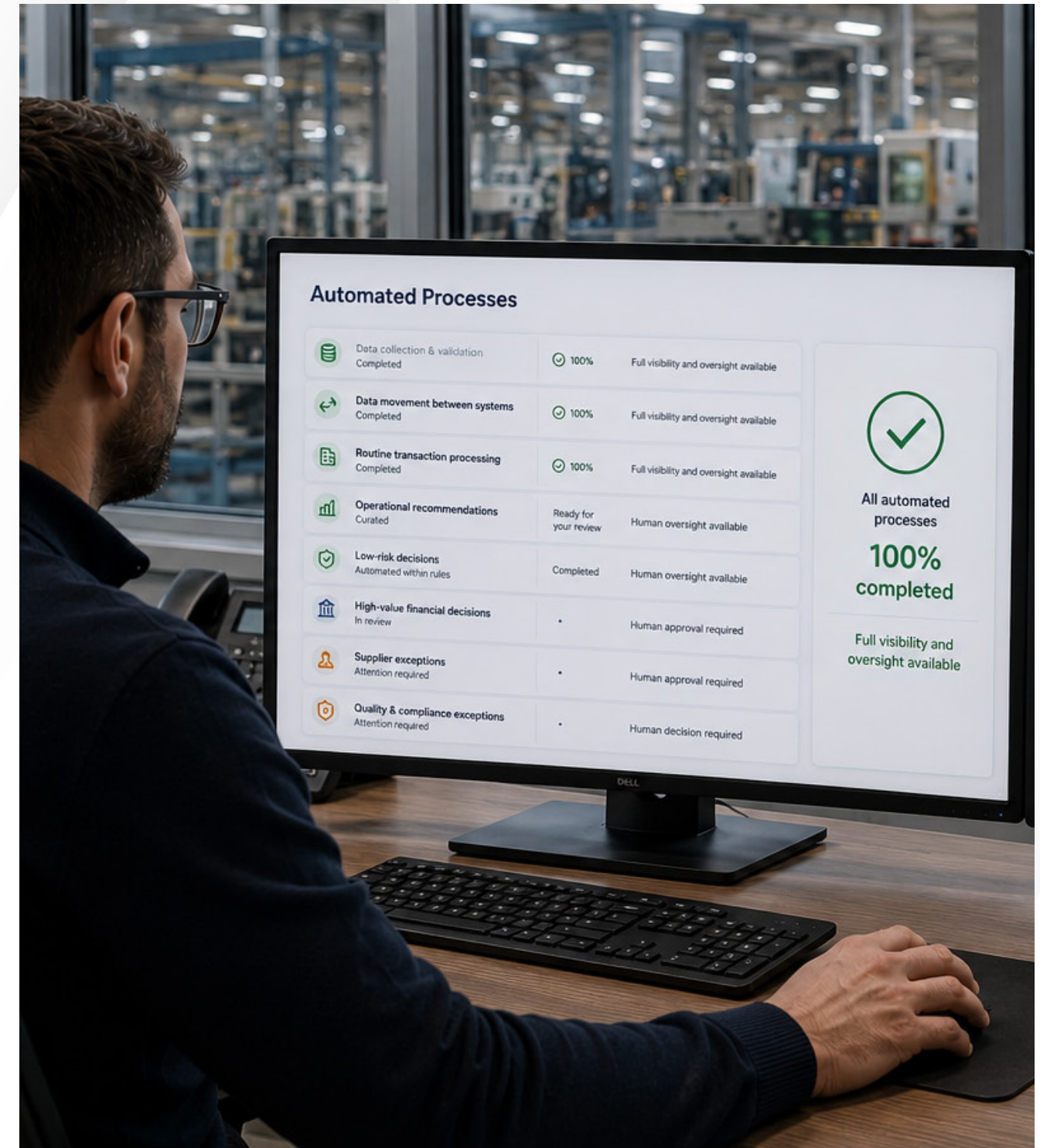
AI, Agentic Digital Workers and Orchestration enable organisations to connect ERP, MES, WMS, CRM, finance, quality, logistics and operational systems into a coordinated operating model.

This allows organisations to:

- Eliminate manual re-keying between systems
- Reduce process delays and bottlenecks
- Improve operational visibility
- Accelerate order-to-cash and procure-to-pay processes
- Reduce errors and compliance risks
- Increase workforce productivity
- Improve responsiveness to changing demand
- Enable real-time decision support

Rather than simply automating individual tasks, AI and Digital Workers can coordinate end-to-end operational processes across multiple systems and teams.

But Greater Automation Requires Greater Control



Why Governance & Control is Critical

AI and automation can significantly improve operational performance, but it should not replace operational accountability.

In manufacturing environments, automated decisions can influence production schedules, inventory availability, supplier relationships, financial performance, product quality and regulatory compliance. As automation becomes more capable, the importance of maintaining control increases.

Without appropriate governance, organisations risk incorrect decisions being executed at scale, unauthorised actions, poor data quality, compliance failures and reduced visibility into operational processes. These risks can quickly undermine confidence in AI-driven operations and limit the value organisations are able to achieve.

The objective is not unrestricted autonomy. The objective is controlled autonomy. AI, Digital Workers and Orchestration should operate within clearly defined business rules, permissions, confidence thresholds and approval frameworks. This ensures organisations can benefit from increased efficiency, speed and scalability while maintaining transparency, accountability and trust across the operation.



Where Human Intervention Is Required

Activity	AI / Digital Worker	Human Involvement
 Data collection & validation	 Fully automated	 No routine intervention required, with full visibility and oversight available
 Data movement between systems	 Fully automated	 No routine intervention required, with full visibility and oversight available
 Routine transaction processing	 Fully automated	 Exception management and operational oversight
 Operational recommendations	 AI generated	 Human review where required
 Low-risk decisions	 Automated within rules	 Oversight and monitoring
 High-value financial decisions	 Assisted by AI	 Human approval required
 Supplier exceptions	 Assisted by AI	 Human approval required
 Quality or compliance exceptions	 AI identifies issue	 Human decision required
 Strategic operational decisions	 AI insight and analysis	 Human ownership required

Human-in-the-Loop by Design

Not every process requires human involvement.

Not every decision should be automated.

The most effective operating models combine AI, Digital Workers and Human Expertise.

Where human involvement is less required visibility and transparency of automated processes are available.



How OAS Helps Organisations Maintain Governance & Control

Our Governance Controls Include

Defined Decision Boundaries

AI operates within approved business rules and operational policies.

Human Approval Gates

Critical actions can require explicit human authorisation before execution.

Confidence Thresholds

AI recommendations below agreed confidence levels are automatically escalated for review.

Full Auditability

Every action, recommendation and process step is recorded and traceable.

Role-Based Permissions

AI and Digital Workers only perform actions they are authorised to execute.

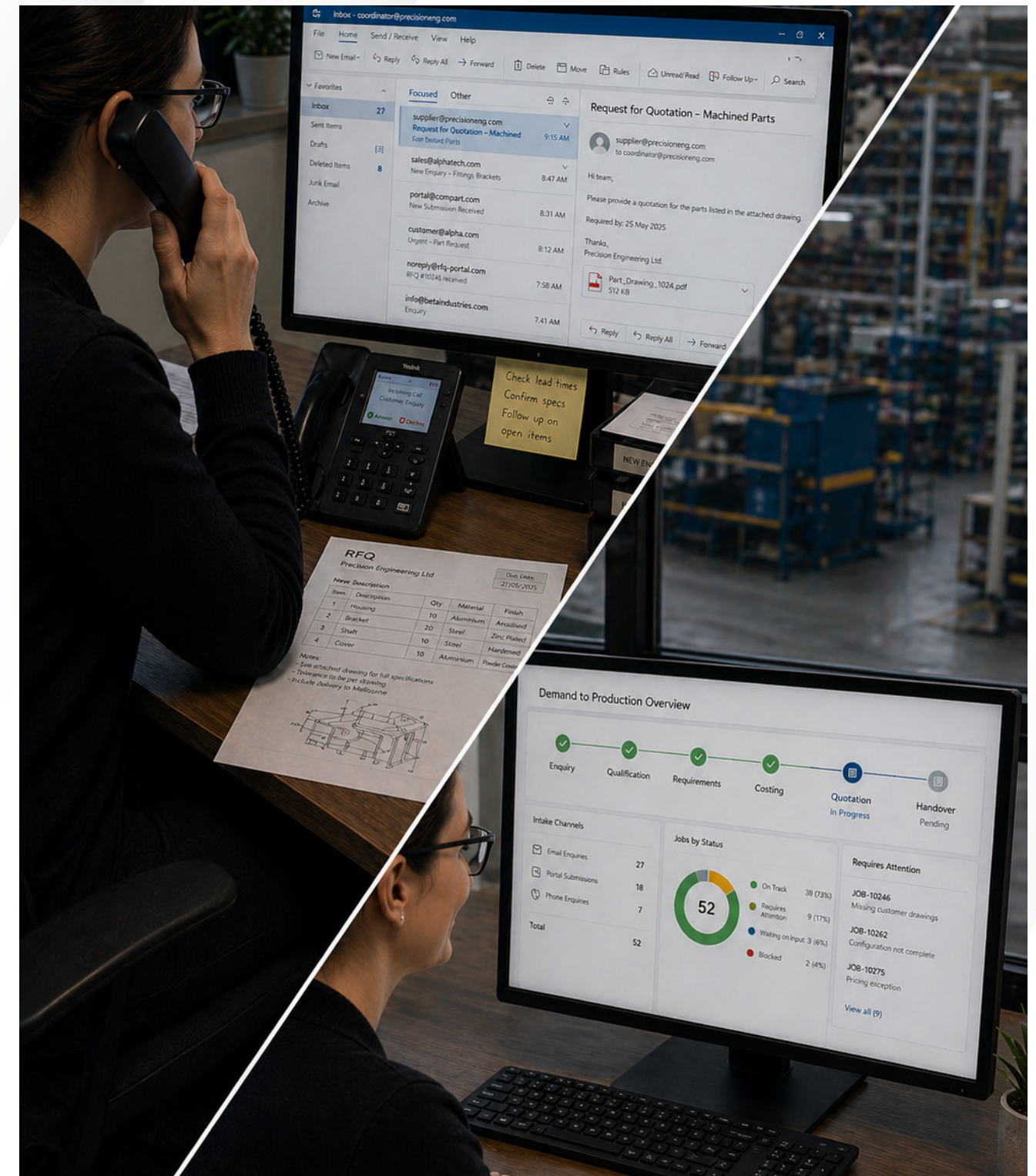
Exception Management

Complex, unusual or high-risk scenarios are automatically routed to human teams.

Continuous Monitoring

Operational performance, AI activity and process outcomes remain visible and measurable.

Greater efficiency through automation without sacrificing operational control, compliance or accountability.



Unlock the Benefits of AI Without Losing Control

AI, Agentic Digital Workers and Orchestration can transform manufacturing operations by reducing manual effort, improving efficiency and connecting fragmented processes.

However, successful adoption depends on maintaining:

- Governance
- Transparency
- Accountability
- Human oversight
- Operational trust

The organisations achieving the greatest value are not removing people from the process.

They are combining human expertise with AI-driven execution inside a controlled and governed operating model.



Schedule a discovery session with OAS to explore your operational opportunities.

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