

Organizing Work and Securing Expertise Through AI

The further development of operational work organization is increasingly shaped by the use of artificial intelligence (AI). Hybrid work environments are emerging, each with specific requirements for the technical and organizational reliability of processes and the competence of employees.

At the same time, the use of AI opens up new potential for problem-solving. In maintenance, data-based diagnostics reduce malfunctions and machine breakdowns. AI agents can continuously evaluate processes and contribute to process optimization. Finally, generative AI can close knowledge gaps, for example, when it comes to the maintenance of older machines and systems.

All of this is accompanied by multifaceted questions of competence. Employees not only need AI competence in the appropriate use of software, but they also require additional skills insofar as the use of AI touches upon ethical questions that require critical assessment and analytical evaluation.

The conference of the Scientific Society for Work and Business Organization (WGAB) provides answers to these challenges. Industry 4.0 Science (www.industry-science.com) publishes the research results—online, as an ePaper and in print, in English and German.



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