

Human-AI Interaction in Supply Chain Decision-Making

Christina Imdahl, Eindhoven University of Technology

The integration of Artificial Intelligence (AI) into supply chain decision-support systems is becoming increasingly prevalent. In comparison to traditional methods, these systems can handle greater complexities and enhance standard decision support tools, such as MRP systems. However, AI methods also often come with less interpretability, making it difficult for humans to understand the decisions proposed by these systems. This raises new questions: When should a human intervene with decisions proposed by AI and when should s/he not? And what can we learn from the collaboration between humans and AI to improve processes? The talk outlines strategies for enabling a fruitful collaboration between the planning system (“the machine”) and the planner (“the human”), which we refer to as human-machine interaction.