



Suhas Bhairav

AI Exception Management Playbook

A practical framework to detect, classify, and resolve operational exceptions with AI.

Deliver a repeatable, AI-assisted process to identify normals vs. exceptions, assign owners, and resolve issues with auditable evidence.

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Define Normal and Exceptions

Start by listing repeatable operational states that constitute normal performance. Establish objective thresholds and data sources to distinguish exceptions.

Key move Start small: define normals in a week, then test an exception.

PRACTICAL CHECKLIST

- 01** Document baseline metrics (e.g., on-time delivery, order cycle, queue lengths) with explicit targets.
- 02** Define what counts as normal load and capacity under typical demand.
- 03** Identify data sources: ERP, WMS, CRM, logs, and AI outputs; include examples like delayed shipments and stockouts.
- 04** Set guardrails for automatic decisions (e.g., auto-reorder thresholds under X minutes).
- 05** Define what to automate versus what requires human review.
- 06** Create a simple playbook template for recurring events.
- 07** Assign initial ownership to a cross-functional ops owner.

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Evidence, Ownership & Escalation

Collect structured evidence for each exception, including timestamps, data snapshots, and AI summaries. Define ownership and an escalation path by risk level.

Key move Ensure every exception has an owner and a time-bound next action.

PRACTICAL CHECKLIST

- 01** Capture a timestamped incident record with linked data sources and AI summaries.
- 02** Store evidence in a central, queryable log or ticket system.
- 03** Assign a primary owner (dept and role) and an alternate for coverage.
- 04** Automate evidence collection where safe and guardrail manual review for ambiguous cases.
- 05** Define escalation thresholds based on impact, urgency, data quality, and required approvals.
- 06** Tag issues by domain (fulfillment, inventory, returns) for routing.
- 07** Provide real-time dashboards showing exception rate trends.

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Resolve, Review, and Learn

Run standardized resolution playbooks for each exception type. After closure, document root cause, corrective actions, and recurrence learning.

Key move Always close the loop: document, measure, and feed back.

PRACTICAL CHECKLIST

- 01** Use a short, repeatable resolution playbook for common issues.
- 02** Record root cause with evidence trail and time-to-resolution metric.
- 03** Apply corrective actions and automate prevention where feasible.
- 04** Review recurrence; label issues for longer-term fixes or project scope.
- 05** Define success metrics: MTTR, MTTR trend, and automation coverage.
- 06** Capture learnings in a shared playbook for future incidents.
- 07** Weekly cadence: review new exceptions, adjust rules, and celebrate small wins.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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