



GPT Innovation Team Training – Module 4

Module Title: Feed the Brain: Structuring Knowledge So GPT Can Find and Use It

Module Overview

When we upload documents to a GPT, we're feeding the brain of the GPT agent. In this module, you'll learn how to prepare, chunk, and tag information so the agent can retrieve it accurately and use it to support real-time decision-making.

Poorly structured content leads to confusion and can affect the effectiveness of any voice conversations. Smart structure leads to clarity, trust, and action.

Learning Objectives

By the end of this module, you will be able to:

1. Chunk large documents into retrievable, GPT-friendly sections
 2. Tag knowledge with metadata so it can be found and filtered
 3. Maintain consistent structure for all SOPs, guides, and articles
 4. Store documents in the right place with proper access and versioning
 5. Spot and fix common formatting issues that break retrieval
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Lesson Content

Part 1: Why Structure Matters

"GPT is only as good as the knowledge it can access and only as useful as the way that knowledge is written."

You can have the best SOP in the world, but if it's buried on page 6 of a PDF or buried in vague language, GPT won't find it or use it well.

Your job: Break it down. Tag it. Store it right.

Part 2: Chunking 101 – "One Clear Thought at a Time"

A chunk is a single concept or instruction that can stand alone. Think of it like breaking down a training video into short clips.

Bad chunk:

“Here’s how to handle damage, misloads, returns, and overages...” (Too much at once.)

Good chunks:

- “How to document damaged freight”
- “How to report a misload using the WMS”
- “Steps for processing a store return”

Chunking rules:

- 3 - 8 sentences or bullets per chunk
 - Focus on 1 topic only
 - Use simple headings (“How to...” or “When to...”)
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Part 3: Tagging with Metadata

Metadata is extra info about the document that helps GPT retrieve and filter results properly.

Every file or knowledge chunk should be tagged with:

<u>Tag Type</u>	<u>Example</u>
Owner	“Inbound Supervisor”
Topic	“Damaged Freight”
Use Case	“Training,” “Troubleshooting,” “Policy Reference”
Review Date	“July 2026”
Version	“v2.1 – Final”

Tip: Use the tag template so you can copy and paste into every doc footer or SharePoint property.

Part 4: Where to Store It & How to Name It

Use the designated sandbox library or shared SharePoint folders with version control.

File naming convention:

[Topic]_[Department]_[Version]_[Date].docx

Example: MisloadReporting_Outbound_v1.1_July2026.docx

Use folders based on topic or function:

- Receiving / Safety / Returns / Equipment / Coaching, etc.
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Part 5: Spotting Broken Content

Before uploading, check:

- Is the formatting clean? (No tables that might confuse the parser)
- Are the headings clear?
- Are the steps numbered or bulleted properly?
- Does the language use plain terms (no internal slang)?
- Does it include who owns it, when to use it, and what to do?

If any of these are missing, fix it before feeding it to GPT.

Practice Activity

Task:

Download the provided SOP (“Inbound Receiving Pest Prevention Inspection Process – Draft”).

Then:

1. Break it into 3–5 clear chunks
2. Add metadata to each section (owner, topic, version, etc.)
3. Rename the file using naming conventions
4. Upload it to your sandbox team folder

Use the Knowledge Structuring Checklist to guide your work.

Quiz (Knowledge Check – 6 Questions)

1. What is a “chunk” in GPT training?
 - a. A storage folder
 - b. A short section of content on one clear topic 
 - c. A policy review form
 - d. A warehouse checklist
2. Why do we use metadata tags?
 - a. To encrypt documents
 - b. To filter results and help GPT find what’s relevant 
 - c. To avoid versioning
 - d. To track hours worked on the document
3. Which of the following is a well-chunked section?
 - a. “How to handle shrink, safety issues, and overages”

- b. "Steps for processing a misload" ✓
 - c. "SOP flow: inbound, rework, crossdock"
 - d. "All things outbound"
4. Which tag should be included in every document?
- a. Author's birthday
 - b. Department head approval
 - c. Topic and owner ✓
 - d. Shift schedule
5. What should you do if an SOP is full of internal slang or vague steps?
- a. Upload it anyway
 - b. Escalate it to IT
 - c. Clean it up before uploading ✓
 - d. Email it to the trainer
6. What is the ideal length of a chunk?
- a. One paragraph of 3–8 sentences ✓
 - b. 2 full pages
 - c. Just the title
 - d. 10–15 bullet points per line
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Reflection Prompt

"How could better-structured knowledge improve safety, reduce mistakes, or shorten training time in our DC?"

Submit using the Sandbox Reflection Form or team board.



Completion Badge

Badge Name: *"Knowledge Architect – Level 1"*

Requirements:

- Pass quiz
- Submit structured version of SOP
- Complete reflection