



GPT Innovation Team Training – Module 1

Module Title: Map, Prioritize, and Document What Matters

Module Overview

Every great AI system starts with well-mapped human processes. In this module, you'll learn how to identify the most important workflows, break them down clearly, and document them so they can be understood, tested, and used by our GPT agent.

You're not just documenting what we do - you're preserving *how we work* and *why it matters*.

Learning Objectives

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

1. Identify high-impact processes that should be documented for GPT
 2. Break down a process using simple, clear steps
 3. Use the SIPOC framework to map a full workflow
 4. Create a clean, AI-ready SOP with ownership, triggers, and outcomes
 5. Prioritize processes using a 2x2 impact/feasibility grid
-

Lesson Content

Part 1: What Is a “Process” and Why Do We Capture It?

A process is any repeatable, outcome-driven activity with clear steps, roles, and triggers. If someone on the night shift needs to do it - and might do it differently if they don't know better - it's a process worth documenting.

Why this matters:

- Prevents tribal knowledge loss
 - Standardizes work across shifts
 - Gives the GPT agent context to support real decisions
 - Reduces errors and rework
-

Part 2: Choosing the Right Processes to Start With

Before you dive into documenting every process you can think of, stop and ask:

“If this process fails or is done inconsistently, does it hurt...

Safety? (risk of injury, OSHA violation)

Service? (impact to store experience, delays)

Speed? (slows down flow or creates bottlenecks)

Accuracy? (leads to inventory errors, misroutes, shrink)

If the answer is yes to any of these, then it’s likely a high-impact process - and those are the ones worth capturing first.

How to Decide What Processes to Document First

Imagine This:

You’re standing in the middle of the warehouse. There are 100 things we do every day - some are critical, some are just habits, and some are so messy you’d need a week to explain them.

We’re not trying to capture everything.

We want to start with the right things:

- The ones that matter the most
- And the ones that are clear enough to write down today

Let’s break this down simply.

STEP 1: Ask - “If someone messes this up, what happens?”

If it causes:

- A safety risk
- A customer delay
- A system error
- Or a wasted hour of labor

Then it’s worth documenting. We want GPT to help prevent that problem.

If messing it up doesn’t cause a real problem, skip it for now.

STEP 2: Ask - “Can I explain this clearly right now?”

If you can:

- Name who’s responsible

- List the steps in under 5 minutes
- Point to a real example on the floor

Then it's ready to document.

If it's full of "it depends..." and no two shifts do it the same way, park it for later.

Rule of Thumb:

Start with processes that are both important and easy to explain.

That's our sweet spot. These give us quick wins, help people fast, and build trust in the GPT tool.

A Few Great Examples to Start With:

- "How to handle a damaged pallet at receiving"
 - "What to do when a team member is injured but not reporting it"
 - "How to verify a mispicked item before reloading"
 - "How to complete a trailer inspection form"
-

Skip These (For Now):

- "How to customize your headset preferences"
 - "How to prep the dock radios"
 - "How John Doe trains new loaders (but no one else does it that way)"
-

Summary:

- Is it important?
- Can I explain it cleanly right now?
- Then capture it. GPT can use it.

If it's messy or unimportant → Save it for another day.

Part 3: The SIPOC Method (Simple Process Mapping)

SIPOC =

- Supplier: Who triggers it
- Input: What's required
- Process: The actual steps
- Output: What gets produced

- Customer: Who relies on the output

Example: “Pallet Receiving”

S: Vendor | I: Pallet + invoice/BOL | P: Unload → Inspect → Confirm | O: Logged pallet | C: Inventory

Use SIPOC to keep the process scoped and understandable.

Part 4: Documenting Clearly for AI + People

Every SOP should include:

- Clear title (“Rework Process – Damaged Freight”)
- Purpose (why it matters)
- Trigger (when it starts)
- Owner (who does it)
- Steps (with bullet points or flowchart)
- Outcome (what “done” looks like)

Use action verbs. Avoid jargon. Write like you’re training someone new.

Practice Activity

Task:

1. Pick a real process from your area (“What happens when we discover pest infestation/activity when receiving inbound pallets?”)
2. Use the provided SOP Builder Template to complete:
 - SIPOC diagram
 - SOP breakdown (steps, owner, outcome)

Deliverable:

Upload the completed SOP file to your team’s sandbox folder using the following format:

“Module1SOPJohnSmith.doc”.

Quiz (Knowledge Check – 6 Questions)

1. What does the "P" in SIPOC stand for?
 - a. Person
 - b. Process 
 - c. Performance
 - d. Pallet

2. What should trigger documentation of a process?
 - a. When it's done frequently and inconsistently ✓
 - b. When no one wants to do it
 - c. Only when it's related to safety
 - d. Once per year during audits
 3. Which of the following is a poor process step description?
 - a. "Review the load tag"
 - b. "Check pallet for damage and take photos"
 - c. "Make sure things are fine" ✓
 - d. "Update system with invoice data"
 4. Why is process ownership important?
 - a. So someone can be blamed if it fails
 - b. To delegate it to AI
 - c. So there's clarity on who executes each step ✓
 - d. So it can be skipped if needed
 5. In the 2x2 matrix, where should you focus first?
 - a. Low-impact, low-feasibility
 - b. High-impact, high-feasibility ✓
 - c. High-impact, low-feasibility
 - d. Low-impact, high-feasibility
 6. What should every SOP include?
 - a. Supervisor's phone number
 - b. Company mission statement
 - c. Steps, owner, and expected outcome ✓
 - d. Time of day the process occurs
-

Reflection Prompt

"What's one process in your area that frustrates new team members - and how could documenting it help?"

This is where you begin to brainstorm ideas... Identify 2-3 ideas just to get in the habit of thinking about process improvement and how YOU can help advance the teams' capabilities.



Completion Badge

Badge Name: "Process Mapper – Level 1"

Requirements: Complete lesson, pass quiz, upload 1 documented process or SOP