Session 2 Handout: Core Sector Tasks

FAST-07 Industry-Specific AI Applications for Massachusetts Sectors · 7formations · Instructor: Wadood Chaudhary · All examples fictional · Training, not legal advice

Why this session matters

The value of AI in your sector shows up in everyday documents: claim summaries, toolbox talks, patient handouts, work instructions, exception reports. Those documents have standards because mistakes in them cost money, cause injuries, or mislead customers. This session is about producing those documents faster without lowering the standard.

Key concepts

1. The standard is the measuring stick

Use your sector's real checklist or template, not your impression of the draft.

Track	Output	Standard to check against
Insurance	Claim summary; coverage explanation	Agency template; the policy form; plain-language rules
Construction	Punch list; toolbox talk; RFI	Company safety program; drawing sheet references
Healthcare	Patient handout; handoff template	Approved care instructions; health-literacy guidance; no PHI
Manufacturing	Work instruction; NCR	Released drawing; quality manual format
Hospitality	Review response; event proposal	Brand voice guide; what the manager has authorized
Logistics	Exception summary; carrier email	Exception log; customer contract terms

2. Line-by-line source check

A fluent draft hides changed numbers and invented facts. Put the source and the draft side by side and check each claim. Typical sector errors:

- **Upgraded status.** "Resolved" for "reset"; "approved" for "under review."
- **Invented coverage or policy.** "Mold is covered" when the policy is silent.
- **Wrong number.** Deductible, torque, temperature, or quantity changed.
- **Dropped required action.** A recall notice that leaves out "quarantine affected lots."
- **Unsafe advice.** A toolbox talk with a hazardous shortcut.
- **Unauthorized promise.** "A free night on your next stay."

3. Qualified sign-off still applies

AI drafts never replace a required review. Safety talks go to the site supervisor, coverage letters to a licensed adjuster or authorized agent, patient materials to the clinician who owns them, work instructions to the engineer. Labeling something "AI-assisted" does not change who must approve it.

4. Time the whole task

Record draft time **and** check time. The honest saving is (old time) minus (AI draft + check + fixes). You will need this number for the use-case brief.

Worked example: coverage explanation (Pioneer Valley Mutual, synthetic)

Policy facts: covers sudden and accidental water discharge; excludes flood and gradual leaks of 14+ days; deductible $1,000. Adjuster inspection 10/09.

AI draft excerpt: "Good news: your claim is covered! Your $500 deductible applies, and mold is always included."

Fixed:

> Your policy covers sudden water damage, such as a burst pipe. It does not cover flooding or leaks that happen slowly over a long time. Your deductible is $1,000. Your adjuster will inspect on October 9 and confirm what is covered and the amount. If you have questions about mold, the adjuster will address them at the inspection.

Errors fixed: coverage decision (not the drafter's call), deductible, invented mold coverage.

Checklist: sector output review

- ☐ Checked against the real template or checklist.
- ☐ Every number, status, and date matches the source.
- ☐ No coverage, diagnosis, or safety judgment made by the draft.
- ☐ No promises the business has not authorized.
- ☐ Qualified reviewer named.
- ☐ Draft time and check time recorded.

Do and don't

Do	Don't
Give the model your template headings	Let it decide what a claim summary contains
Write "not in file" for missing facts	Let it fill gaps with typical values
Keep safety and coverage wording for the qualified person	Deliver a safety talk unchecked
Pair with someone from your sector	Check your own draft only once, quickly

Try this before session 3

Pick one rule your industry must follow (HIPAA, 93H, a DOI bulletin, OSHA, a customer NDA). Write it down in one sentence. You'll turn it into do/don't lines next session.