CHAIN REACTION
POWERING SUPPLY CHAIN INNOVATION
JUNE 11TH - 13TH, 2025

2025
SUPPLY CHAIN CANADA
NATIONAL CONFERENCE
CALGARY, ALBERTA

accenture

# Responsible AI

# - an evolving journey -
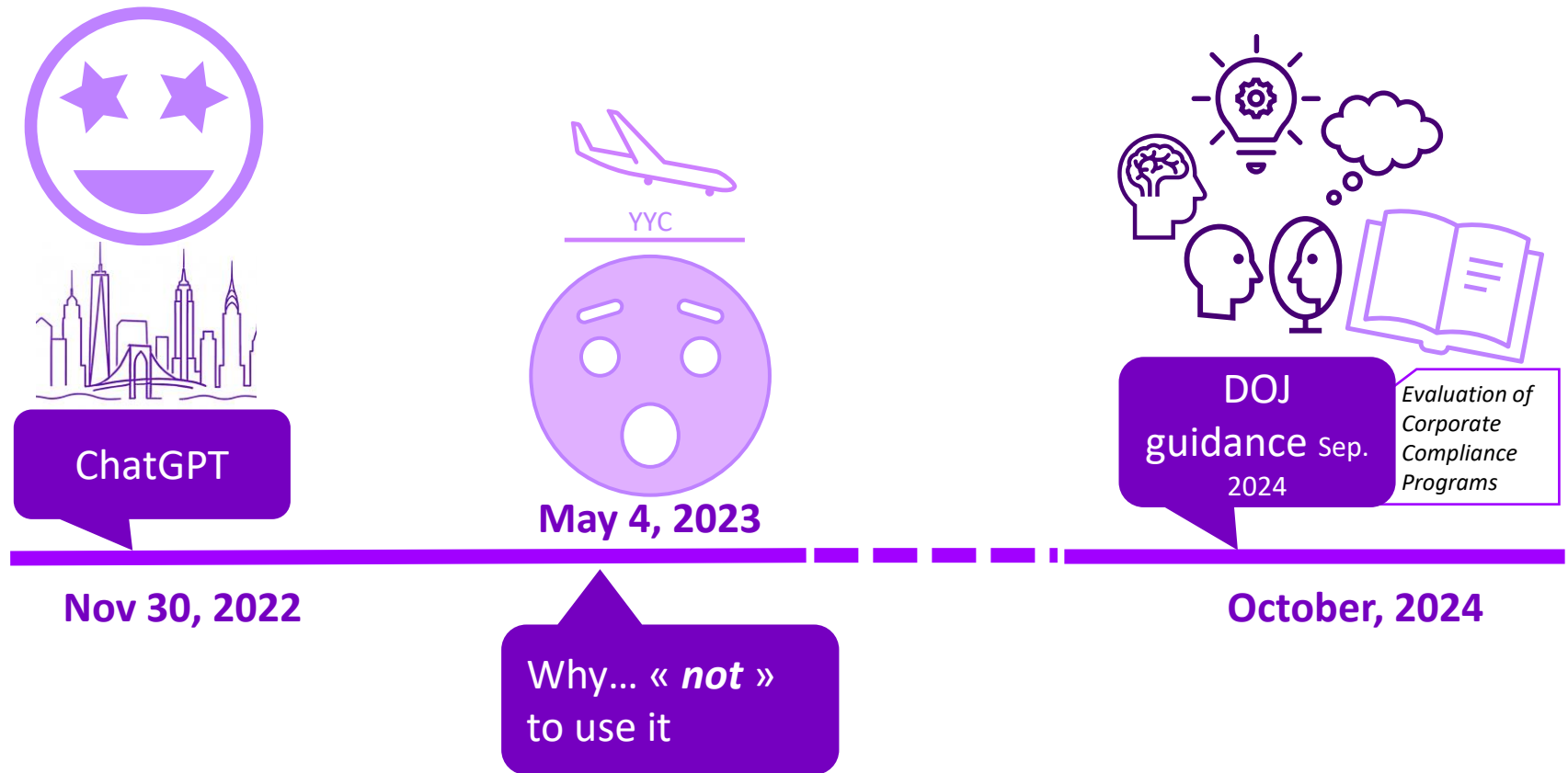
**JACQUELINE INY**

VP, STRATEGY & TRANSFORMATION

JUNE 12, 2025

# Responsible AI - An Evolving Journey

**Who...**

# Responsible AI - An Evolving Journey



ChatGPT

**Nov 30, 2022**

YYC

**May 4, 2023**

Why… « *not* » to use it

DOJ guidance Sep. 2024

Evaluation of Corporate Compliance Programs

**October, 2024**

# Responsible AI - An Evolving Journey



DOJ guidance Sep. 2024

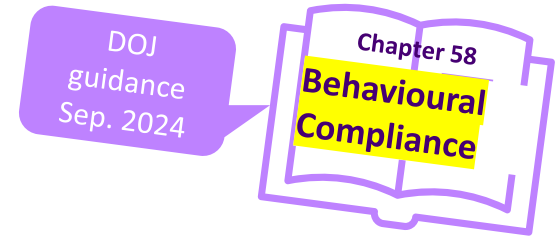Evaluation of Corporate Compliance Programs

**October, 2024**

# RISK

➢ Legal

➢ Ethical

➢ Safety

➢ Human

➢ Environmental

➢ Operational

➢ Financial

➢ Reputational

➢ ...

# Responsible AI

## AI Errors + Human Biases | Mitigating the Risk

DOJ guidance Sep. 2024

Chapter 58
**Behavioural Compliance**

**AI makes mistakes**
- Biased inputs
- Flawed algorithms
- Misinterpretations
- Hallucination

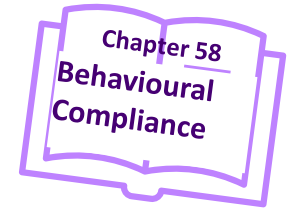**FLAWED AI OUTPUTS + UNCHECKED TRUST =**

**High-Stakes Errors**
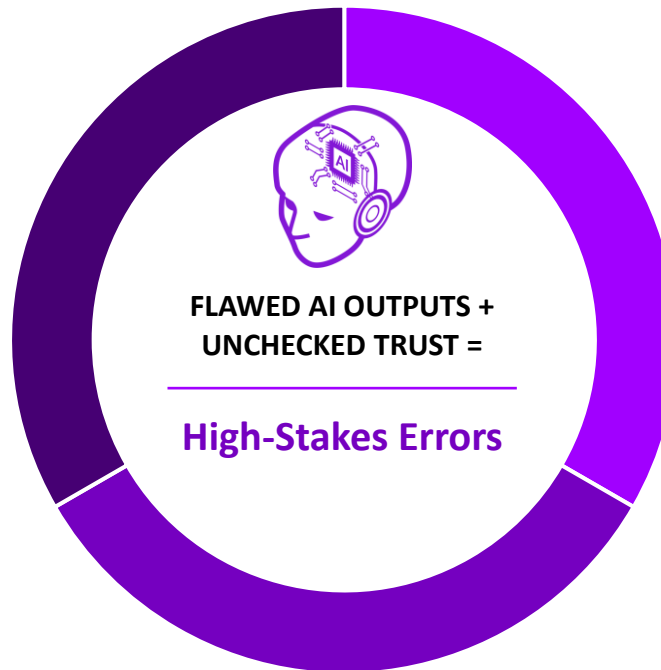
**Human biases amplify the risk**
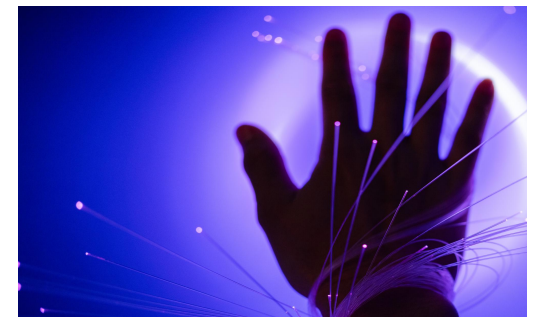- Confirmation bias
- Automation bias

# Responsible AI

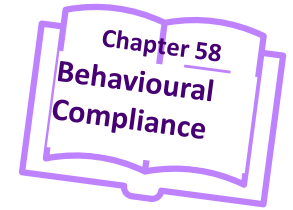**Behavioural Compliance - Human Biases Amplify the Risk**

**Confirmation bias**: we seek outputs that reinforce our beliefs, even if wrong.

**Automation bias**: we over-rely on machine guidance, even when human judgement is superior.
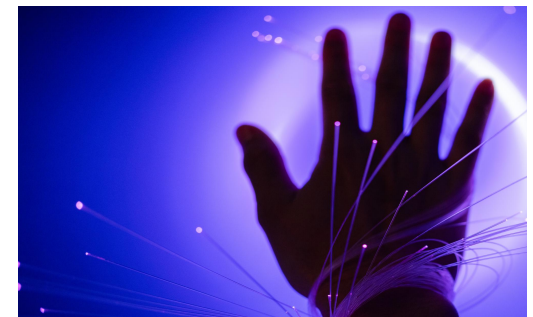
>

# Responsible AI

## Behavioural Science Principles - Mitigate Risk

**Social exchange**: collaboration and transparency.

**Planned behaviour**: supports and resources.

**Reflective learning**: internal and external lessons with reflection.

# Responsible AI

## Many Layers Beyond Behavioural Science

### 6. a)-g)... Managing Agentic Risk: Governance for Autonomous Systems

**6. Managing Agentic Risk: Governance for Autonomous Systems**

a) Risk Taxonomy and Classification: Enterprises must develop taxonomies for agent-related risk, categorizing by severity, recoverability, reputational impact, and legal exposure. Example categories include goal distortion, data leakage, unauthorized escalation, and non-replicable decisions.

b) Policy Simulation and Testing Frameworks: Before production deployment, agents should be evaluated in digital twins of the enterprise environment. These testbeds must simulate real-world conditions and assess behavioral variance, cascading impact, and resilience.

c) Runtime Policy Enforcement: Implement real-time monitors and circuit-breakers that detect violations of predefined operational bounds (e.g., API call frequency, financial exposure, customer-facing communications).

d) Continuous Red-Teaming and Penetration Testing: Regular internal red-teaming must be applied to probe agentic decision boundaries, incentivization flaws, and exploit potential in reasoning paths.

e) Compliance Automation: Tie agentic action auditing to compliance dashboards that automatically log alignment violations and flag them to legal or governance personnel.

f) Organizational Preparedness: Develop organizational response plans for agent failures including rapid rollback mechanisms, user-facing mitigations, post-mortems, and escalation paths to executive leadership.

g) Ethical Design Standards: Embed ethical considerations into system design through stakeholder-inclusive value alignment workshops, scenario modeling, and formal declarations of permissible and impermissible agent behaviors.

*a) Risk Taxonomy and Classification: Enterprises must develop taxonomies for [AI] agent-related risk, categorizing by severity, recoverability, reputational impact, and legal exposure. Example categories include goal distortion, data leakage, unauthorized escalation, and non-replicable decisions.*

## Responsible AI – complexity has many layers

# Responsible AI

## Many Layers Beyond Behavioural Science

Generate a table showing AI Risks in Supply Chain, Consequences, Mitigations

| AI Risks in Supply Chain | Consequences | Mitigations |
|---|---|---|
| **Model hallucinations in critical decisions** | Poor decisions... damage **relationships**, **safety**, **financials**, **operations**. | 'Human-in-the-loop' protocols |
| **Loss of explainability** | Lack of transparency... undermines stakeholder **trust** and **auditability**. | Domain-tuned AI models |
| **Regulatory non-compliance** | Non-compliant documents/actions... **fines**, **legal impacts, shipment delays**. | AI compliance audits |
| **Over-automation and skill atrophy** | Over-reliance on AI... erode **human expertise** and operational **judgment**. | Staff rotation into AI-augmented roles |
| **Poor forecasting in volatile markets** | Inaccurate forecasts... **overstock** or **lost sales** opportunities. | Statistical & AI forecasting combined |

## ➤ +++ … RESPONSIBLE AI has many layers

# Accenture's GenAI Innovation in Procurement

## We have partnered with our clients to ideate, build, test, and scale

**Results Achieved**

| 3-4% Cost Avoidance 10%+ Hard Savings | 70%+ Time Reduction to review contracts | 80%+ Time Reduction to analyze specifications | 35% Increased Productivity | 10%+ Hard Savings |
|---|---|---|---|---|
| **Intelligent Buying & Tail Spend Optimization** | **Contract Analytics & Agent** | **Sustainable Material Identification** | **Contract Clause Risk Remediation** | **Commodity Market Intelligent Insights** |
| **Global Chemical Manufacturer** | **Global IT Manufacturer** | **Global Healthcare Company** | **North American LNG Producer** | **Global Personal Care Products Manufacturer** |
| Developed two production ready Gen AI solutions: Intelligent Assisted Intake & Tail Spend Optimization generating over $100M in savings and significant time efficiency | Developed contract chatbot, summarization & comparison to quickly reference key contract information and ask specific questions. | Created the ability to read package drawing specifications by SKU to understand and evaluate material sustainability | Created a Contract T's and C's solution integrated with Ariba that allows the user to understand deviations in clauses against a standard T's and C's playbook. | Developed a Commodity Forecast solution to derive rationale to cost driver fluctuations. Leveraged Gen AI to derive insights from Commodity Market Reports. |

**INNOVATE RESPONSIBLY** ➙

# Responsible AI - An Evolving Journey

**Questions that shape the path forward**

- ➢ **What are 2 things that draw your attention – what about them?**

- ➢ **What question are you asking yourself?**

- ➢ **What question are you asking others?**

# Responsible AI

# -an evolving journey-