

Enterprise planning teams often face relentless pressure to do more with less. At companies like Garrett Motion, PMI, and Pandora, planners juggle complex schedules, fluctuating demand signals, and stringent compliance requirements. The promise of automation — especially with cutting-edge Large Language Models (LLMs) and retrieval-augmented generation (RAG) — is tempting. But unlocking these benefits without sacrificing trust or controls remains one of the greatest challenges. This article dives deep into how to achieve **automation with governance**, build **touchless workflows**, and implement robust **exception management** — all while freeing up 30% of planners' time.

## The Trust Bottleneck: Why Accuracy Gains Don't Automatically Translate to Adoption

Planners want tools that make their jobs easier, not harder. Yet, a persistent barrier stalls enterprise AI adoption: *trust*. Accuracy gains touted by LLMs and AI-generated forecasts don't automatically convince planners to rely on these systems. Why? Because the AI's "why" is often missing. Planners ask, "**What would I show in an audit?**" — a question that highlights the need for clear explanations and traceability.

**Garrett Motion** faced this reality firsthand. During their digital transformation, the planning team initially mistrusted AI outputs because the models' rationale was hidden behind layers of neural network abstraction. Without explainability, planners saw AI decisions as black boxes — and black boxes are the enemy of trust in regulated industries.

### Explainability: The Foundation for Automation with Governance

Explainability doesn't just mean showing a flashy dashboard. It means tracing every forecasting decision back to:

- Relevant historical data
- Business logic rules
- Consistency with internal policies and external regulations

Solutions that combine LLMs with retrieval-augmented generation (RAG) can provide this transparency by dynamically citing source data and documented rules. Instead of hallucinating confident answers, AI models ground their outputs in verifiable references.

## Why Hallucinations and Fabricated Certainty Are Not Just Annoying — They're Risky

"The model decided" is among the most frustrating black box excuses encountered in demos. When outputs vary randomly on the same prompt, or when outputs are confidently wrong, planners lose faith. This is especially true in mission-critical scenarios at companies like **PMI**, where even small errors can cascade into supply chain disruptions or compliance issues.

**Hallucinations** — AI confidently fabricating facts or inventing data — create a false sense of certainty that breaks governance structures. In environments where audit trails are mandatory, this risk is non-negotiable.

### Consistency and Business Logic Alignment

To counter hallucinations, modern enterprise solutions pair the creativity of LLMs with the rigor of programmed business logic:

1. Business rules codified into the system ensure outputs never violate constraints.
2. RAG layers dynamically pull in authoritative data sources, providing evidence for decisions.
3. AI outputs accompanied by confidence scores and explainable metadata highlight when human review is needed.

Companies like **Pandora** have successfully integrated these touchpoints into their planning workflows, achieving high reliability and cutbacks in manual reconciliation.

## Freeing Up 30% of Planner Time: The Touchless Workflow Vision

The ultimate goal is to automate routine planning tasks so planners can focus on exceptions and strategic insights. Here's what a well-executed touchless workflow motto looks like:



- **Automated Forecast Generation:** Using RAG-enhanced LLMs that rely on verified data sources and business rules.
- **Continuous Exception Detection:** Automatically flagging anomalies for planner intervention.
- **Transparent Decision Logs:** Every automated action linked to traceable evidence for audit and compliance.

When implemented properly, companies report freeing up nearly a third of planners' time — that's hundreds of hours per year to invest in high-value activities. Garrett Motion's planning team emphasized how this reclaimed time accelerated rapid response to market shifts and improved overall agility.

## Exception Management: The Human-AI Collaboration Sweet Spot

The best systems don't aim to eliminate planners; they empower them. Exception management is built into the workflow allowing planners to:

- Review AI-suggested adjustments flagged by confidence or rule violations.
- Intervene in outlier scenarios that require domain expertise or judgement.
- Continuously train models through feedback loops, improving future accuracy and trust.

This approach aligns with PMI's philosophy of blending automation with expert oversight, striking the perfect balance between speed and safety.



## Summary Table: Key Elements to Free Planner Time While Maintaining Controls

| Challenge                               | Solution                                     | Outcome                                |
|-----------------------------------------|----------------------------------------------|----------------------------------------|
| Black box AI decisions                  | Explainability via RAG + traceable rules     | Builds trust, enables auditability     |
| Hallucinations and fabricated certainty | Consistency checks + confidence metadata     | Reduces risk, assists governance       |
| Manual, repetitive planner tasks        | Touchless workflows automating routine plans | Frees 30%+ time for exception handling |
| Governance and compliance risks         | Linked decision logs & exception management  | Ensures controls stay intact           |

## Why Moving Beyond Accuracy to True Trust Will Define the Next Phase of Enterprise AI

Automation is not just about reducing errors or improving forecast numbers. It's about creating fully governed systems that planners willingly trust enough to lean on — and audit confidently. As Garrett Motion, PMI, and Pandora have demonstrated, the secret lies in marrying AI's scalability with the rigor of business logic and explainability tools like RAG.

If your enterprise AI initiative overlooks these factors, you may see temporary accuracy gains but no real planner adoption. That's the exact goalpost warning many companies miss as they deploy AI — shifting success metrics post-go live instead of upfront.

To free up 30% of your planners' time without breaking controls, start demanding transparency, ensure traceability, enforce consistency, and prioritize exception management. Only then will touchless workflows transform planning from a bottleneck into a competitive advantage.