

SUPPLYMIND

Using your own issue history, SOPs, and AI to resolve problems before they escalate

Dr. Liang Zhang Assistant Teaching Professor, Drexel University • Faculty Advisor, INCOSE & ASEM member

DATE
Wednesday, October 22

TIME
6:00–9:00 PM

LOCATION
Drexel University and Zoom

ABSTRACT

Production and supply-chain teams record recurring problems, resolutions, rework, and escalation outcomes, yet that evidence is rarely available when a new issue appears. SupplyMind combines company's historical issue data and standard operating procedures with a large language model. The platform retrieves relevant precedents, asks AI to form an evidence-bounded recommendation, and uses an Adaptive Confidence Threshold to decide whether frontline action is appropriate or human review is required.

The session demonstrates the workflow, explains what the AI sees, and shows how teams can prototype the approach with their own data while keeping escalation control visible and auditable.

ABOUT THE SPEAKER

Dr. Zhang's research and teaching span systems engineering, operations research, data analytics, machine learning, transportation, sustainability, and decision support. His current work explores practical uses of AI and large language models in systems engineering practice and education.



Dr. Liang Zhang
Systems Engineering
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AGENDA

6:00–6:30	Arrival, check-in, and dinner
6:30–6:50	Welcome, program overview, and student group introductions
7:00–7:30	Presentation: SupplyMind — AI-driven issue resolution
7:30–7:40	Break and networking
7:40–8:00	Hands-on training: using AI tools for problem solving
8:00–8:30	Closing remarks and open Q&A

WORKSHOP FOCUS

- Turn an issue history spreadsheet into retrievable case evidence.
- Write a structured prompt that connects evidence, SOP guidance, and AI reasoning.
- Interpret confidence, action, escalation, and rework outputs in the SupplyMind demo.

RSVP

Attend in Person: **RSVP no later than Oct 10th.**

Choose your meal during registration.

tinyurl.com/INCOSE-PHL

Attend via Zoom: drexel.zoom.us/j/82852464196

Meeting ID: 828 5246 4196

CONTACT

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LOCATION + MAP



**Gerri C. LeBow Hall
Room 027**
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3220 Market St,
Philadelphia, PA 19104

Contact Rick Grandrino
at 856 723 1799 for
assistance parking or
locating the room.

PARKING



Lot G (Parking Garage)
Address: 3300 Market Street
Entrance is on Ludlow Street
Entrance at the corner of 34th and
Ludlow Streets. The entrance to the
University City Parking Services
Office is located in this building via
the Market Street entrance.
**Note: Parking fee after 4 PM for
public visitors is \$19**