



QualityAI 2026 Summer Release Webinar

Attendee Questions and Answers

Question: Can the Operational Intelligence Agents learn from past findings and corrective actions?

Yes. We can work with organizations to import historical findings, audits, and corrective actions. This allows the AI Agents to take advantage of your organization's institutional knowledge, improving the relevance and helping identify recurring issues, common root causes, and effective corrective actions.

Question: How much work is it for our teams to get started?

Most customers can get started with an initial audit type in approximately four hours of guided onboarding. Because the platform is cloud-based, there are no on-premise installation requirements. During onboarding, we help configure your organization, users, audit templates, and reporting structure.

Question: What types of audits do we set up first?

Most organizations begin with Layered Process Audits (LPAs) because they are performed frequently and generate a large volume of findings, which typically allows teams to realize value quickly. Others start with Product Audits when their primary objective is improving product quality and compliance.

Question: Can the Visual Insight dashboard combine the data from multiple plants?

Yes. The dashboard can consolidate operational and quality data across multiple plants, business units, or regions. Access can be configured using role-based permissions to ensure users only see information appropriate to their responsibilities.

Question: We have CSRs from several OEMs. Can your agents account for different customer expectations?

The agents definitely can account for different expectations. They can be configured to evaluate findings against customer-specific requirements, OEM standards, and internal procedures. This helps ensure



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that the recommendations and the reporting align with the expectations of that specific customer program.

Question: What sort of AI do you use?

We're currently using OpenAI's ChatGPT by default, but the platform is designed with enterprise AI governance in mind. Organizations can use supported commercial AI models, and the architecture is designed to accommodate company-approved or internally-managed models as AI strategies evolve.

We think of it as "Model Agnostic".

Question: Is AI included in the offer?

Yes, the AI "engine" is included in our Audit Manager solution. It is not an add-on cost in any way, nor do you have to connect to your own corporate AI account or API. All of this is taken care of through our solution, at our subscription price – there are no add-ons, token/API costs, or similar.

Question: Is the user interface multi-language? e.g. english, german, hungarian, spanish, chinese....

Yes, any language is supported for the interface, questions, responses, and reports. For example, you can have a global library of LPA questions for all plants in German, for example, and then those audits can be configured for the localized language such as Portuguese in Brazil or Spanish in Mexico.

In terms of reporting, as an example, if you want a single report including all of your global plants, it can be delivered in any language you choose. This is a native capability, it is not an add-on cost in any way.