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FOR THE ONES WHO GET IT DONE

Bolting Ahead: Precision with Purpose
Using Artificial Intelligence and Machine Learning

Hardi Gokani

Director, Product Management (AI/ ML) at Grainger

Agenda

1. Learn about how Grainger is using Artificial Intelligence (AI)/ Machine Learning (ML)

2. Building Blocks of a Successful AI-Powered Product

Low Sensitivity

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January 6th, 2024: What happened mid air on a plane on?

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How important is it to use the right BOLTS?

Four bolts appeared to be missing from panel that blew off, regulator says

Boeing says 'we simply must do better' after US transportation safety board releases report on Alaska Airlines 737 Max 9 incident

This photo released by the National Transportation Safety Board shows a gaping hole at the

NEW YORK POST

SECTIONS

LIVE UPDATES   First 7 jurors chosen after Trump accused of intimidation

833 Comments

US NEWS

NYC-bound flight canceled when passenger notices missing bolts on plane wing
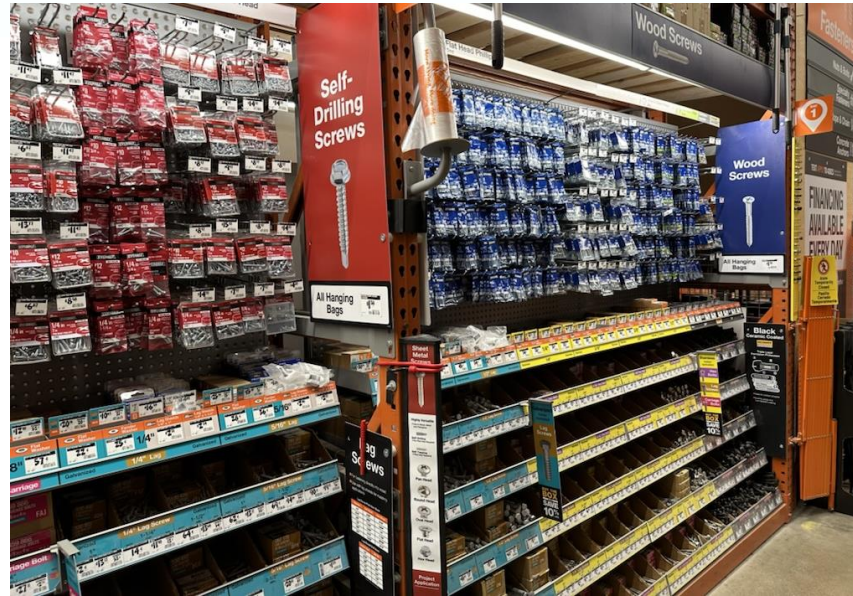
By Emily Crane
Published Jan. 22, 2024, 10:26 a.m. ET

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If one bolt is missing, how would the company know which one to use?

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Using Artificial Intelligence, we help find exact product to keep our customers working

"Can you help me find something similar to this one?"

- Hose Type: Hydraulic
- Thread Size1/4"-18
- Compatible Pipe: Size1/4 in
- Hose Fitting A Size: 1/4 in
- Hose Fitting B Size: 1/2 in
- Hose Fitting A Connection Type: NPTF
- Hose Fitting B Connection Type: JIC
- Overall Length1.53 in
- Fitting Material: Carbon Steel

"Is this what you are looking for? I can go grab it..."

Finding the right product using Artificial Intelligence with 100% precision
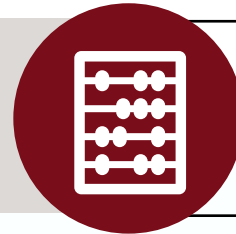
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Other applications of Artificial intelligence and Machine Learning at Grainger

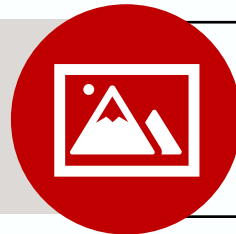Answer Customer Questions about with complex product quickly

*Grainger's **Digital Assistant** using Large Language Models*

Customer Inventory Collection in middle of nowhere

Data Collection in offline mode using **Computer Vision models**
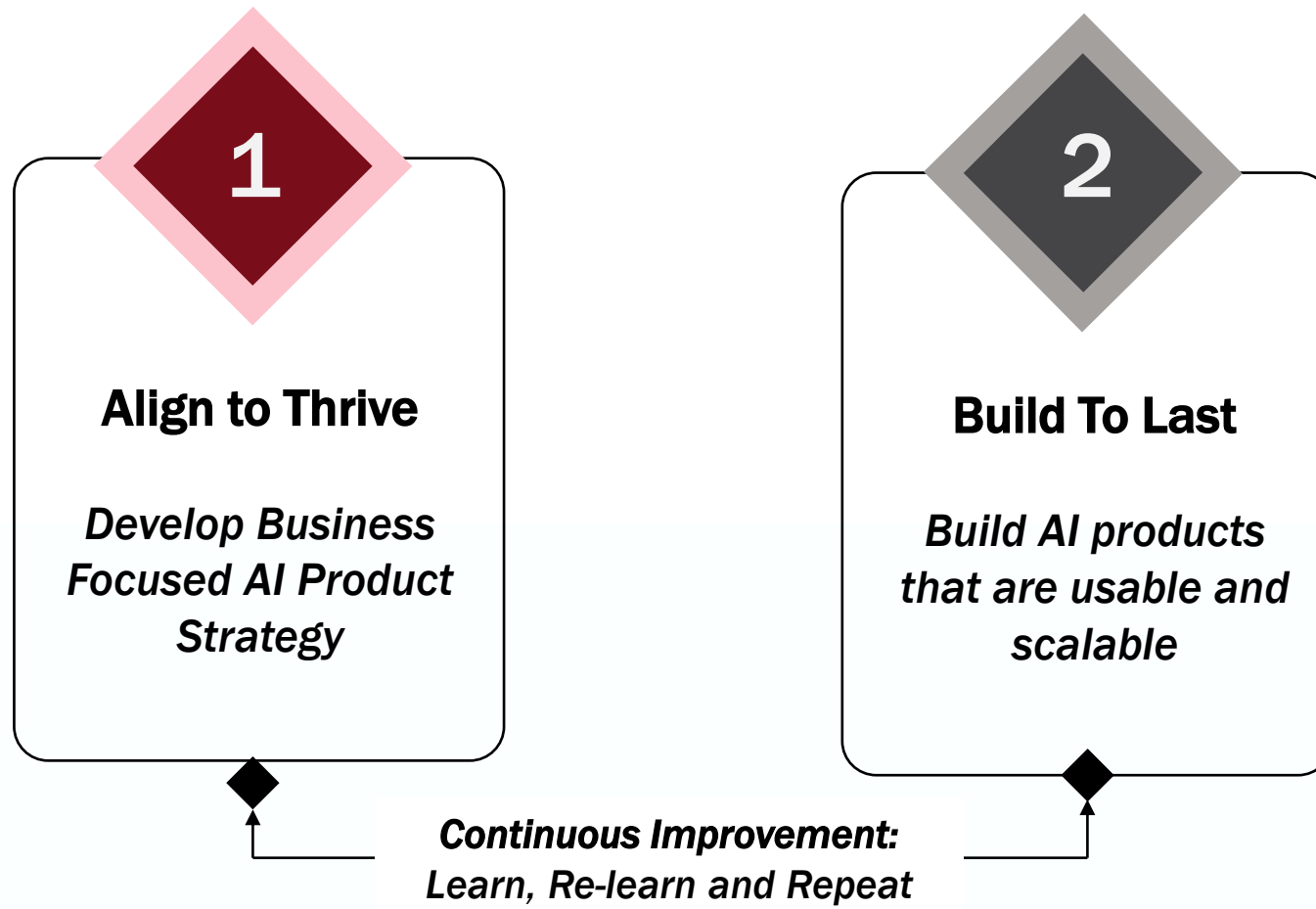
Find the right product with image and text

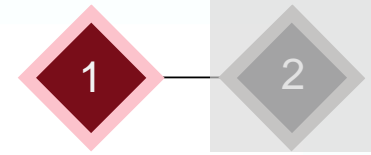**Multi-modal engine** for product match

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To build a successful AI product, always, 'Align, Build & Continue' (ABC)

1
Align to Thrive

Develop Business Focused AI Product Strategy

2
Build To Last

Build AI products that are usable and scalable

Continuous Improvement:
Learn, Re-learn and Repeat

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Align to Thrive: Develop Business Focused AI Product strategy

1

Start with the business problem to

Evaluate application and need of AI

2

Identify & Understand Target Users to
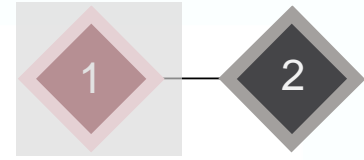
Map user maturity with technology and AI

3

Define Clear Success Metrics to

Align AI metrics with Business Metrics

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Build to Last: *Build AI products that are usable and scalable*

1

Develop Solution Blueprint

Why?
- Which AI/ ML solutions will meet business need?

Grainger:
- *Distributed Learning, LiDAR sensors and Object Detection*

2

Co-Design with Users

Why?
- Makes adoption of AI products easy

Grainger:
- Identified Tech champion Power users
- Human in the loop

3

Build the right team and platform

Why?
- Understand what it takes to deploy solution at scale

Grainger:
- Built end-to-end team and scalable platform
- Deployed models at edge

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Continuous Improvement: Learn, Re-learn and Repeat

1

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Continuous Improvement: Learn, Re-learn and Repeat
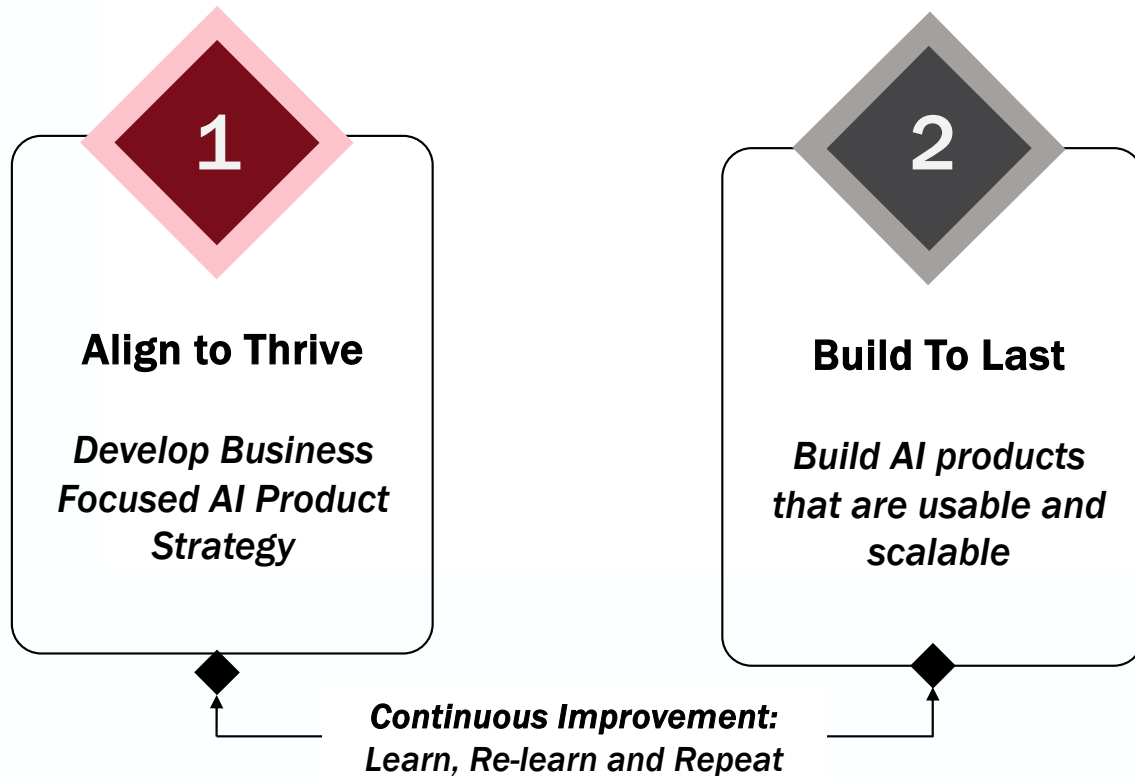
What Keeps Your Product Successful?

1. **Learn:** from your user's feedback, models drift as situations change

2. **Relearn:** Build automated easy to retrain platform and pipelines

3. **Repeat:** Continue #1 and #2 for continuing to meet business by keeping your models fresh

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THANK YOU!

For any questions or conversations, contact me at hardi.gokani@grainger.com