AI holds strong potential across the manufacturing value chain

Sources: Capgemini Research Institute. Artificial Intelligence in Operations, Secondary research of top 75 companies by revenue from Industrial Manufacturing, Automotive Manufacturing, Consumer Products and Aerospace and Defense.

Manufacturers focus their AI implementations on maintenance and quality

Share of use cases implemented by function

- 26% for Quality: Product quality inspection, Product quality improvement, Product validation
- 19% for Production: Production process improvement, Production system innovation
- 7% for Consumer and Definitive: Consumer behavior and demand, Product development/R&D
- 7% for Social and Economic: Social media, Weather, Financial markets
- 4% for Safety: Safety, Expenditure and finance
- 4% for Supply: Supply chain management, Demand planning
- 3% for Energy: Energy management, Maintenance
- 3% for Engineering: Engineering environments, Investment in engineering, Innovation
- 3% for Engineering systems and IT
- 2% for Other

Product quality inspection features among the top three implemented use cases across sectors

- Mitsubishi Electric uses AI to gain insights into the energy use throughout the production process, resulting in reduced bills and more sustainable production
- L’Oreal uses AI algorithms to predict demand based on a wide variety of data gathered from social media, weather, and financial markets
- Unilever uses AI to influence operations by getting a better understanding of product availability by decreasing out of stock times and driving more concrete insights from customer data and demands

Roadmap for scaling AI in Manufacturing Operations

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