



The AI Starter Kit

A practical, plain-language guide to getting your
organisation moving with AI.

PART ONE

What AI can actually do for you

Ignore the hype. In organisations like yours, AI earns its keep in five plain ways:

Answer routine questions

Customers and staff ask the same questions every day. An assistant trained on your documents answers them instantly, in the languages your customers speak.

Draft and summarise

Letters, reports, minutes, and proposals drafted in your house style for a person to review. Long documents summarised to the decisions that matter.

Do the retyping

Moving information between paper, spreadsheets, and systems is where skilled staff time quietly disappears. Software can read, check, and file it instead.

Spot patterns in your numbers

Sales that dip, stock that walks, invoices that never get paid. AI is good at noticing what a busy person misses.

Watch deadlines and compliance

Renewals, filings, certificates, and tender deadlines tracked automatically, with a nudge before they bite.

What AI cannot do

It cannot exercise judgment, take accountability, or fix a broken process. Automating a mess gives you a faster mess. A person stays responsible for every decision that matters.

PART TWO

Where to start: pick one process

Do not start with a strategy document. Start with one painful, repetitive process. A good first candidate passes all four tests:

1. It happens at least weekly

Rare tasks do not repay automation. Daily and weekly ones do.

2. The rules are mostly known

If an experienced person can explain how they do it, software can learn it. If every case is a judgment call, it is not a first project.

3. The information already exists

On paper, in a spreadsheet, in emails, in a system. If the inputs exist, they can be read.

4. Someone owns it

A named person who feels the pain, can answer questions, and will say honestly whether the new way is better.

PART THREE

Then run a 30-day pilot

One month, one process, one decision at the end. Small enough to be safe, real enough to prove something.

Week 1 — Measure the old way

Count it: how many times, how many minutes, how many errors. Without this number you will never know if the pilot worked.

Week 2 — Set up the smallest version

One process, one team, the simplest tool that could work. Days of setup, not months.

Week 3 — Run both ways side by side

Keep the old way running. Compare speed, errors, and what staff say.

Week 4 — Decide with the numbers

Better? Roll it out and pick the next process. Not better? Stop, and you have lost a month, not a budget.

The readiness checklist

- ☐ We have named one process to improve, and one owner for it
- ☐ We measured how much time it takes today
- ☐ We know where the information for it lives
- ☐ We know which data is confidential and who may see it
- ☐ A person will review the output before it counts
- ☐ We agreed what success looks like in numbers
- ☐ We set a date to decide: roll out or stop

Four mistakes to avoid

Starting with the impressive thing

The flashy chatbot demo rarely pays. The boring retyping task almost always does.

Automating a broken process

Fix the process first, then speed it up.

Ignoring privacy

Customer and patient data has rules. Know them before any data leaves your building.

Piloting forever

A pilot without a decision date is a hobby.

Want a hand with step one?

Every Tensai engagement starts with a free 30-minute consultation. Bring the process that hurts; we will give you an honest read on whether AI can help.

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