SINCE AI HACKATHON 2026 · LINDSTRÖM CHALLENGE

Customer Value Review: pilot and continuation plan

How the prototype becomes a review an account manager can take to a real customer.

Today everything runs on the official synthetic data pack. No figure in the prototype is real or audited Lindström or customer performance. This plan describes how to get from there to one real customer safely.

1. What the pilot should prove

- **It works on real exports.** One customer's annual review is built from approved Lindström exports, with no changes to the code and every figure traceable to its source row.
- **It saves preparation time.** The account manager prepares the review faster than with today's process.
- **It holds up in the meeting.** When the customer asks where a number comes from, the answer is on screen, with its assumptions and range.
- **The meeting ends in decisions.** The findings lead to agreed actions that can be measured at the next review.

2. Scope

ITEM	PROPOSAL
Customer	One multi-site customer that already has a yearly or quarterly review, ideally food or healthcare (the industries the prototype's priorities are tuned for).
Period	The last full calendar year (the prototype's window; a rolling or fiscal year is one constant).
People	One account manager, one data owner for the exports, one sustainability contact to approve baselines and factors.
Output	The interactive review and the exported PowerPoint, used in one real customer meeting.
AI	Optional. The on-device model runs on the account manager's laptop only; everything else works without it.

3. Plan (about eight weeks)

WEEKS	STEP	WHAT HAPPENS
1–2	Data access and mapping	Export the pilot customer's data in the pack's sheet and column shape (mapping in §4). Name a data owner per source. The app validates sheet and column names on

		load and counts unmapped rows instead of dropping them.
3–4	Reconcile and close gaps	Compare totals with today's reports for the same customer. Agree the customer hierarchy and the wearer definition. Replace the illustrative baselines with approved factors, keeping low/base/high ranges.
5–6	Side-by-side preparation	The account manager prepares the review both ways: today's process and Customer Value Review. Record preparation time and every figure that needed a correction.
7	Customer meeting	Run the meeting from the review and leave the exported deck. Note the questions the customer asked and whether each was answered with evidence on the spot.
8	Decision	Go / adjust / stop, against the measures in §5.

4. Data the pilot needs

PROTOTYPE FIELD	LIKELY LINDSTRÖM SOURCE (PER THE PACK README)
Wearers, allocated pieces, scanned assets	Allocated pieces report (Tableau)
Washed pieces, packed pieces, washing %	Washing % report
Pickup → delivery cycles, late flag	End-to-end delivery report (Tableau)
Repairs by type	Repairs table (monthly counts by account, delivery customer, product, laundry, repair name)
Laundry washed kg, water, energy, emissions	WWS washed kg; workwear laundry environmental impact calculator
Textile waste by route	Textile waste kg
Customer, site, industry	Customer hierarchy (Account Top Level → Delivery Customer)

5. How we judge the pilot

MEASURE	TARGET TO AGREE BEFORE THE PILOT STARTS
Preparation time	Hours to prepare the review, compared with today's process for the same customer.
Reconciliation	Share of figures that match today's reports, or whose difference is explained.
Questions answered with evidence	Customer questions about a number answered on the spot from the evidence view.

Agreed actions	Actions agreed in the meeting that can be measured at the next review.
AI checker (if used)	Share of model-written sentences accepted on real data (96/98 on the synthetic pack); every rejected sentence is reviewed.

6. Known gaps and how they close

GAP	WHY IT MATTERS	WHAT CLOSES IT
Customer hierarchy and site mapping	Real accounts have several delivery customers, renames and merges.	Account Top Level → Delivery Customer mapping with validity dates
Wearer identity	Active wearers are a proxy today.	A de-duplicated wearer count, or an approved definition
Price and invoice data	No true cost or value-for-money view without it.	Contract and invoice lines per customer and site
Customer-level water, energy, emissions	Today allocated from laundry totals by washed kg.	Calculator output per customer and laundry route
Approved baselines and factors	The alternatives are illustrative; the ±20 % band is ours.	Approved factors per country and service line, with ranges
Waste emission factors	Waste can only be shown in kg.	Factors per treatment route and market
Multi-year history	No trend, no before/after for agreed actions.	Two or more years of the same exports

7. Guardrails

- No figure is shown to a customer until its data owner has approved the source. The status label (Synthetic / Calculated / Allocated / Estimated) stays on every number.
- Numbers are always computed by rules. The language model only writes, its output passes the checker, and customer data never leaves the laptop.
- The app refuses to start if any figure fails to recompute from its inputs, so a broken export cannot reach a meeting.

8. After the pilot

- Extend to more customers of the same industry, then to other industries (the priorities come from data, not code).
- Add price data so cost and value-for-money become real figures.
- Offer it as a customer-value module next to eLindström, keeping the PowerPoint export for steering committees.