

**INTELLIGENT DECISIONS: HOW BUSINESSES CAN IMPROVE PROCESSES USING ARTIFICIAL INTELLIGENCE TECHNOLOGIES**

Christine Custis, Shenandoah University, U.S.A.

[dx.doi.org/10.18374/RBR-19-2.1](https://doi.org/10.18374/RBR-19-2.1)

**ABSTRACT**

The author's overarching goal for this work was to investigate the concepts relevant to the development of an artificial intelligence-powered process improvement tool. The importance of complexity, repeatability, flexibility, decision-making, rules and metrics are all germane to this discovery and have been utilized by other researchers in practical applications of the science.

Keywords: *process improvement, artificial intelligence powered process improvement, artificial intelligence in business, business processes*