

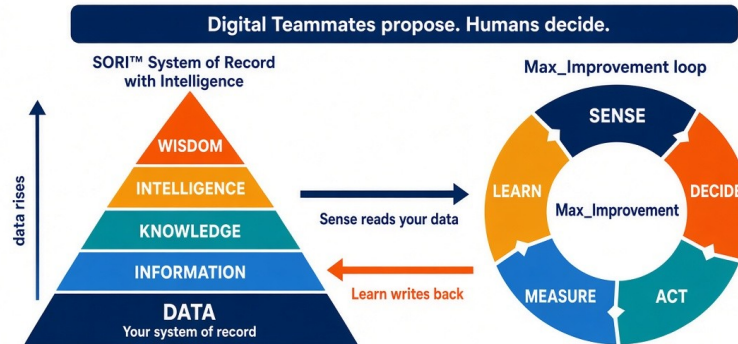
Got Bots?

Put your company's knowledge to work.

Max_Knowledge™, a Recursive Improvement Platform™, and the Module Pack that runs on it.
From **gotbots.si** (Chiles & Company), the process and digital improvement expert for manufacturing and distribution.

The Max_Knowledge System

Your bespoke system of record, getting smarter every week.



Example: late supplier signal → planner approves reorder → PO placed → on-time delivery measured → lesson saved.

The Max_Knowledge System: SORI™ on the left, the Max_Improvement loop on the right. Digital Teammates propose. Humans decide.

THE PROBLEM

Too much work stuck in inboxes and spreadsheets. Every function already runs the same loop: sense, decide, act, measure, learn. Most companies lose the **Learn** step. The lesson stays in one person's head, one inbox or one meeting, and the next person starts from zero.

OUR ANSWER

Max_Knowledge writes every closed loop back to **one Learning and Knowledge Layer** on top of your system of record, inside the Microsoft 365 you already use. Digital Teammates propose. Humans decide. Every turn starts from what the last one learned.

THE BOTTLENECK

01 Knowledge and operations that don't compound

Sales senses a lead. Quality senses an escape. Finance senses a variance. Each function runs its loop well enough to get through the week, but the learning from each turn rarely reaches the next turn, or the next function. The same customer complaint gets solved twice. The same quoting mistake gets made again on another desk.

Where the Learn step leaks on a normal Tuesday

Operations	A fix on one line never reaches the other lines; standard work lives in a binder nobody opens.
Quality	Escapes get closed, but the inspection plan, the design review and the catalog entry never change.
Sales and customer care	Follow-ups slip in inboxes, quotes are rebuilt from scratch, and the reason a customer left is never written down.
Leadership	Decisions are made in meetings and never reviewed against what actually happened.
People	The know-how of your best people leaves when they retire or change jobs.

Why the offsite, the ERP and the CRM alone don't fix it

- **The offsite** does the thinking well. Then decisions leave the room as slides instead of commitments, and ninety days later nobody can say who owns the third priority.

- **The ERP** keeps the records: orders, inventory, production, accounting. It is not built to keep what each turn of the work taught you.
- **The CRM** runs the pipeline, marketing and customer service. What a lost quote or a complaint taught you rarely makes it back to the plant.
- **More data and more software** add records. Neither one closes the Learn step.

ERP and CRM record what happened. **SORI™**, the System of Record with Intelligence, records it and learns from it.

Our outcome, in plain terms: every loop your company runs leaves the business a little smarter than it found it, and the next person starts from what the last one learned.

WHY TRADITIONAL FIXES FAIL

02 Chat-only AI, static decks and siloed tools stop short

Each usual fix solves one step of the loop. None is built to own the loop, run it on a cadence, measure it and keep what it learned: the difference between a tool you use and a system that keeps improving.

	Chat-only AI	Decks and binders	Siloed tools	Max_Knowledge
Owens a lane	No; each chat restarts	No owner after the meeting	One department only	A Digital Teammate runs each lane; a person decides
Runs on a cadence	Only when asked	Once, when written	When someone opens it	Per event, hourly, daily, weekly or monthly
Measures itself	No	No	Inside its own silo	Leading and lagging measures; green, amber, red
Keeps the learning	Not by design	Out of date when printed	Stays in that tool	Every close is saved to one shared layer
Crosses functions	No	No	Rarely	Loops of loops: one function feeds the next
Flags a stale loop	No	No	No	Late loops turn amber, then red; owner flagged
Who approves	Whoever copies it	Whoever presented it	Each tool's admin	A named person approves every output

THE NAMED METHOD: RECURSIVE IMPROVEMENT

03 Max_Improvement on your system of record

Max_Knowledge runs one loop, **Max_Improvement**, in every function, on top of **SORI™**, the System of Record with Intelligence. Data rises from your system of record into information, knowledge, intelligence and wisdom. Sense reads it; Learn writes each lesson back as a learning, a playbook change or a recorded decision.

Loops connect, so one lesson improves several functions: a complaint closed by Customer Care can change the inspection plan, a VA/VE design review and the catalog entry. That is recursive improvement: **loops of loops**.

The minimum viable loop: six parts, every loop

1 Owner A named Digital Teammate runs it; a named person decides.	2 Signal A written trigger, and the system it comes from.	3 Metric At least one leading and one lagging measure.	4 Cadence Per event, hourly, daily, weekly or monthly.	5 Captured learning Each close saves a learning, playbook change or decision.	6 Visible status Health color, cycle time and last-closed date.
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ARCHITECTURE

04 One platform, one Module Pack, one loop

The Module Pack is the software array Max_Knowledge offers. Every surface runs on the same Max_Improvement loop, writes to the same Learning and Knowledge Layer and follows the same approval rule. **gotbots.si is the company and the home** of the platform and every surface on it.

Module Pack	The surfaces below, each built for a job, all on the same loop
Digital Teammates	One per function lane. Each senses, drafts, checks and proposes. A named person approves every output.
Max_Knowledge™ Learning and Knowledge Layer	SORI™: information, knowledge, intelligence and wisdom built on your data. Every closed loop is kept here, shared across functions
Microsoft 365 foundation	Inside the email, calendar, files and meetings your people already use
Your system of record	Your existing ERP and CRM, or a reasonably priced one: orders, inventory, production, accounting, pipeline and customers

Max_Knowledge is **system-of-record agnostic**: it runs on your existing or a reasonably priced system of record, with Microsoft 365 as the foundation. No rip-and-replace: keep what you have, or we can deliver a reasonably priced one.

The Module Pack: the surfaces on the Max_Knowledge platform

<p>Max_Sales <small>IN PREVIEW</small> Current orders, pipeline, quotes, spec writing and order entry.</p> <p>Max_Product_and_CPQ <small>IN DEVELOPMENT</small> Configure products, build quotes and bills of materials in plain language.</p> <p>Max_Quality Escapes, inspection plans and corrective actions, closed once and kept.</p> <p>Max_People HR and workforce, including training and certification.</p> <p>Max_Intelligence <small>IN DEVELOPMENT</small> Competitive analysis for companies and the markets they serve.</p> <p>Max_Leadership The thought-leadership and Faculty platform: proven management thinking your leaders can draw on.</p> <p>Max_Improvement <small>PART OF THE PLATFORM</small> Sense, Decide, Act, Measure, Learn in every surface; each lesson writes back to your system of record.</p>	<p>Max_Marketing <small>IN PREVIEW</small> Campaigns, content and the customer record, on the same loop as sales.</p> <p>Max_Operations Plan-to-produce: orders, schedules and the plant floor on one loop.</p> <p>Max_Reliability_CMMS Maintenance and equipment reliability: work orders, PMs and machine signals.</p> <p>Max_Learning <small>FREE DOWNLOAD</small> A learning and teaching assistant built on distilled public literature.</p> <p>Max_Strategy Strategy as a deployed operating system, not a deck: workshops, monthly KPI reviews, an owner and a measure for every initiative.</p> <p>Max_Cybersecurity <small>READINESS</small> Cybersecurity readiness: where you stand and what to fix first.</p> <p>Max_Lean_Six_Sigma Lean, Six Sigma, VA/VE and recursive quality improvement for the plant floor.</p>
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Max_Strategy, Max_Leadership and Max_Intelligence are owned by the CEO and work as one family: what Max_Intelligence sees about competitors can feed the next Max_Strategy session.

One app, grown over time

The whole Module Pack ships to every client. Surfaces you haven't turned on yet show in grey: visible, understandable, inactive. Turn one on and it joins the same loop, the same Learning and Knowledge Layer and the same approval rule. No separate marketplace, no separate login.

Max_Surface Turned on: on the loop	Max_Surface Not yet on: shown in grey
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Why one Module Pack beats a stack of tools: a lesson learned in Max_Lean_Six_Sigma can change a quote in Max_Sales. Because every surface writes to the same layer, the learning travels.

USE

05 How a plant puts it to work

Start with the loops that are losing the most learning. Add surfaces as those loops prove out. Here is what the work looks like by role.

Plant manager	Opens one view of loop health across the plant, designed to show green, amber or red and which owner is overdue. Approves the changes the Digital Teammates have drafted.
Quality lead	Closes an escape once. The fix flows to the inspection plan, the design review and the catalog entry, and is reviewed again before it is called done.
Sales lead	Sees the next action on each deal and the open quotes, with drafts ready for approval. Nothing goes to a customer until a named person approves it.
CEO and leadership team	Leaves the strategy session with owners and measures in place, reviews progress monthly, and checks whether past decisions actually worked.
New hire	Learns from what the last person in the role already captured, not from a binder.

Loops that run across the business

Quote-to-cash closes when cash is collected and realized margin is compared with quoted margin.	Plan-to-produce closes when the order ships on time and in full.
Issue-to-resolution closes when the fix holds through its review window with no repeat.	Decision-to-outcome closes when the outcome review records whether the decision worked.

PROOF FROM THE FLOOR

2x faster at 1/2 the cost: a \$200M chemical distributor used our Max_Lean_Six_Sigma platform to run Value Stream Mapping four times faster, and captured standard work with smart glasses.

Not a new theory. Recursive Improvement runs the loop behind Lean/PDCA, Six Sigma DMAIC, S&OP and VA/VE: the methods in BMA's Discovery process, developed over 8 years of client work by 17 operating partners with 700+ years of combined experience. What changes is that Digital Teammates make the loop practical to run in every function, every week. **Digital Teammates propose. Humans decide.**

THE ASK

06 Start with a 30-minute discovery session

The strategic takeaway: tools that don't keep the learning make you pay for the same lesson twice. A platform that closes the Learn step in every function turns each week of work into a better starting point for the next one, with your people approving every step.

1 Discover

A 30-minute discovery session on Teams. We walk your functions loop by loop, find where the Learn step is being lost and show it running on Next Gen Mfg, our demo plant.

2 Choose

Agree which loops, and which surfaces, to start with for better throughput, quality and capacity.

3 Grow

Turn on more surfaces as the first loops prove out. Everything stays on the same loop, the same layer and your own system of record.

Book your 30-minute discovery session with Chris on Teams.

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BMA advisory and the Discovery process biltmoremanagementadvisors.si

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