AI GOVERNANCE REVIEW PACK · A2

AI use register

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd. (fictional) is invented. All people are shown by role only.

Organisation	Quillmarrow Supplies Pte. Ltd. (fictional)
Document	A2 · AI use register
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Prepared by	Alex Lew, reviewer and sign-off
Client approver (role)	Chief Operating Officer
Label	Fictional organisation, illustrative only, not a client case study

This register records every AI use agreed in scope at Quillmarrow: what it is for, who owns it, what information it handles, what it may do, its working risk tier, the human check that applies, how it maps to the reference frameworks, what evidence is still missing, and what event forces a re-review.

The register is the single list management works from. The Chief Operating Officer owns it. Each business owner keeps their row current, and any new tool or newly enabled vendor feature is added before use. The full register, with all columns and filters, is supplied as an XLSX workbook. This print version splits the columns across two tables.

Risk tiers are working categories for Quillmarrow, set using the practical risk tiering method (A3). They are not statutory classifications. Evidence status shows exactly what was and was not supplied during the review. Missing evidence stays visible.

Framework tags use short names: MGF 2020 is the Model AI Governance Framework, Second Edition (January 2020); GenAI MGF 2024 is the Model AI Governance Framework for Generative AI (May 2024); Agentic MGF 2026 is the Model AI Governance Framework for Agentic AI (January 2026); PDPC AI Guidelines 2024 are the PDPC Advisory Guidelines on Use of Personal Data in AI Recommendation and Decision Systems (March 2024); AI Verify refers to the 11 principles of the AI Verify testing framework.

Register, part 1: use, ownership, data and oversight

ID	Use	Tool or vendor	Owner role	Users	Data categories	Permissions	Risk tier	Human check	Status
AI-01	Catalogue product description drafting	Fictional Draft Studio	Head of Marketing	Marketing team (4 users)	Product names, specifications and catalogue content; no personal data intended	Read supplied product details; draft copy; no publishing permission	Tier 1 Low	Human-in-the-loop: Head of Marketing checks factual claims and copy before publication	Approved with conditions
AI-02	Helpdesk reply drafting	Fictional Helpdesk (V-01)	Head of Customer Service	Customer Service team (9 agents)	Customer contact details; order history; customer enquiries	Read helpdesk conversation data; draft replies; no autonomous sending	Tier 2 Medium	Human-in-the-loop: agent sends nothing until a Customer Service user checks and approves the reply	Approved with conditions
AI-03	Supplier reorder agent pilot	Fictional Reorder Agent (V-02)	Purchasing Lead	Purchasing team (3 users; Purchasing Lead approves)	Stock levels; supplier price lists; supplier contact details; purchase-order information	Read stock and supplier price lists; prepare purchase orders; can submit purchase orders by email	Tier 3 High	Human-in-the-loop: agent sends nothing until Purchasing Lead approves each purchase order	Pilot with approval gate
AI-04	CV screening and candidate ranking	Fictional Talent Screen (V-03)	HR Manager	HR team (2 users, proposed)	Candidate CVs; contact details; employment and education history	Proposed access to CVs and candidate details; ranking use is on hold	Tier 3 High	Human-in-the-loop: no candidate ranking or screening use until the hold is reconsidered and controls are approved	On hold, recommended not to proceed in current form
AI-05	Microsoft 365 Copilot for email, documents and spreadsheets	Microsoft 365 Copilot (company licences, 25 seats)	IT Manager	25 licensed users across Sales, Finance, Operations and management	Business emails and documents; may include customer, staff or supplier personal data	May access content available to the signed-in user; produces drafts and summaries; write or sharing settings to be confirmed	Tier 2 Medium	Human-in-the-loop: user checks outputs and recipients before using or sharing them	Approved with conditions
AI-06	ChatGPT on staff personal accounts	ChatGPT (staff personal accounts found in use)	COO	About 15 staff on personal accounts (from staff survey, client-reported)	Prompts may contain business information; customer, staff or supplier personal data is prohibited	Staff submit prompts through personal accounts; company access, retention and settings are not controlled or confirmed	Tier 2 Medium	Human-in-the-loop: staff must not submit personal data and must move permitted work to an approved tool	Restricted (no customer, staff or supplier personal data; move to an approved tool)
AI-07	Marketing banner image generation	Fictional Image Studio	Head of Marketing	Marketing team (2 designers)	Marketing briefs and product imagery; no personal data intended	Read supplied briefs; generate draft images; no publishing permission	Tier 1 Low	Human-in-the-loop: Head of Marketing reviews images before publication	Approved with conditions

ID	Use	Tool or vendor	Owner role	Users	Data categories	Permissions	Risk tier	Human check	Status
AI-08	Meeting transcription and summaries	Copilot in Teams	IT Manager	Management meetings and Sales team calls (about 20 users)	Participant voices and names; meeting discussions may include staff, customer or supplier information	Processes meeting audio or transcript to prepare summaries; sharing and retention settings to be confirmed	Tier 2 Medium	Human-in-the-loop: meeting organiser checks transcript and summary before circulation	Approved with conditions
AI-09	Sales quotation drafting assistant	Microsoft 365 Copilot (company licences, 25 seats)	Sales Manager	Sales team (6 users)	Customer business contact details; quotation and product information	Read user-accessible business content; draft quotations; no authority to approve or send	Tier 2 Medium	Human-in-the-loop: Sales Manager or authorised salesperson verifies prices and terms before sending	Approved with conditions
AI-10	Supplier invoice data extraction	Cloud accounting system AI feature	Finance Director	Finance team (4 users)	Supplier names and contact details; invoice and payment details	Reads supplier invoices and extracts fields; posting or payment permissions to be confirmed	Tier 2 Medium	Human-in-the-loop: Finance checks extracted fields before posting or payment	Approved with conditions
AI-11	Reorder reminder emails to web-shop customers	Marketing automation AI	Head of Marketing	Marketing team (2 users); web-shop customers receive emails	Customer contact details; order history; marketing preferences and consent records	May use customer and order data to prepare or send reminders; sending permissions to confirm	Tier 2 Medium	Human-in-the-loop: no reminders sent until consent and audience rules are checked and approved	Restricted pending consent check
AI-12	Customer web-chat bot on the online store	Fictional Helpdesk widget (V-01)	Head of Customer Service	Web-shop customers (proposed); Customer Service team reviews hand-offs	Customer messages and contact details; order details if collected	Proposed access to chat messages; live status is not yet established; pilot permissions to be bounded	Tier 3 High	Human-in-the-loop: pilot responses are reviewed by Customer Service before any customer-facing use	Not yet live, pilot only after controls
AI-13	Code assistant used by the outsourced web developer	Code assistant used by the outsourced web developer; vendor to confirm	IT Manager	Outsourced web developer (1 contractor)	Source code and technical information; personal data should not be included in prompts	Developer submits code or prompts; repository and deployment permissions to confirm	Tier 1 Low	Human-in-the-loop: outsourced developer reviews and tests suggestions before changes are approved	Approved with conditions
AI-14	Demand forecasting in the inventory system	Cloud inventory system	Purchasing Lead	Purchasing team (3 users)	Product sales and stock history; no personal data intended	Reads inventory and sales history; produces forecasts; purchasing changes remain with staff	Tier 2 Medium	Human-over-the-loop: Purchasing Lead reviews forecast exceptions and stock decisions	Approved

ID	Use	Tool or vendor	Owner role	Users	Data categories	Permissions	Risk tier	Human check	Status
AI-15	Translation of supplier correspondence	Tool/vendor to confirm	Purchasing Lead	Purchasing team (3 users)	Supplier correspondence and contact details; commercial terms	Reads supplied text and produces translated drafts; no sending permission	Tier 1 Low	Human-in-the-loop: Purchasing user checks material terms before responding or placing an order	Approved with conditions
AI-16	Credit-limit recommendation for B2B accounts	Accounting add-on; vendor to confirm	Finance Director	Finance team (2 users); B2B account holders affected	B2B account and transaction information; contact details; credit-related business records	Recommendation use only; automatic credit decisions are not permitted	Tier 3 High	Human-in-the-loop: Finance Director or authorised finance staff make the decision; no automatic limit changes	Not permitted for automatic decisions; human decides
AI-17	Fraud flagging on web-shop orders	Payment provider feature; vendor to confirm	Finance Director	Finance team (2 users); Customer Service handles disputes	Order and payment-related information; customer identifiers and transaction details	Reads order or payment signals and flags transactions; blocking or payment actions to confirm	Tier 2 Medium	Human-in-the-loop: staff review flags before taking adverse action on an order	Approved with conditions
AI-18	Delivery route suggestions	Malaysia fulfilment partner system	Head of Operations	Partner dispatch staff; Operations team views routes	Delivery addresses and order details; customer contact information if shared	Partner system reads fulfilment details and suggests routes; access and write actions to confirm	Tier 1 Low	Human-over-the-loop: partner operations review exceptions and route changes	Approved
AI-19	Internal HR policy Q&A assistant	Microsoft 365 Copilot (company licences, 25 seats)	HR Manager	Pilot group of 10 staff; HR Manager owns content	HR policy content; staff questions may include personal information	Proposed access to HR handbook; access to employee records is not established and must be confirmed	Tier 2 Medium	Human-in-the-loop: HR checks pilot answers and handles decisions or personal cases	Pilot
AI-20	Social media reply drafting	Fictional Draft Studio	Head of Marketing	Marketing team (2 users)	Public comments and messages; may include customer contact or personal information	Reads supplied comments and drafts replies; no posting permission	Tier 1 Low	Human-in-the-loop: Head of Marketing or authorised user checks and posts each reply	Approved with conditions

Register, part 2: rationale, controls, mapping and evidence

ID	Tier rationale	Key controls	Framework mapping	Evidence status	Review trigger	Next review	Linked
AI-01	Low potential harm; no personal data intended; drafts only; errors are reversible before publication.	Use approved product facts only; check claims and restricted content; human approval before publication	MGF 2020: operations management; GenAI MGF 2024: content provenance	Partial: prompt, access settings and review records not supplied	Tool access changes; personal data proposed for prompts; inaccurate or misleading catalogue copy	30 Apr 2027	-
AI-02	Personal data is involved; incorrect advice could affect customers; staff review makes errors more reversible.	Complete AIA-01; restrict access to authorised users; sample replies and record complaints or errors	MGF 2020: human involvement; GenAI MGF 2024: data, incident reporting; AI Verify: human agency and oversight	Partial: AIA-01 is identified, but settings, data flow and review evidence are not supplied	Vendor enables new AI feature; replies can be sent without review; Malaysia orders enter scope; any complaint about a sent reply	31 Dec 2026	AIA-01; V-01
AI-03	Supplier data is involved; submitted orders create financial and operational consequences; sending is not readily reversible.	Complete AIA-02; pilot with bounded suppliers and order limits; require approval and retain sent-order logs	Agentic MGF 2026: assess and bound the risks upfront; implement technical controls and processes; MGF 2020: human involvement	Partial: AIA-02 is identified, but technical bounds, approval workflow and test evidence are not supplied	Pilot scope or supplier list changes; order limits change; any unauthorised, duplicate or incorrect order	31 Dec 2026	AIA-02; V-02
AI-04	Sensitive employment decisions involve personal data; ranking could affect opportunities and be hard to reverse.	Complete AIA-03; keep the use on hold; assess fairness, data handling and human decision process before reconsideration	MGF 2020: human involvement; PDPC AI Guidelines 2024: assessment of personal-data use; AI Verify: fairness, human agency and oversight	Partial: AIA-03 is identified, but vendor due diligence, data details and assessment findings are not supplied	HR seeks to lift the hold; vendor or ranking method changes; candidate complaint or suspected unfair outcome	31 Jan 2027	AIA-03; V-03
AI-05	Business and personal data may be involved; output is advisory, but disclosure or inaccurate content can cause harm.	Confirm client-reported settings and access; prohibit unapproved personal-data use; train users to verify outputs	MGF 2020: internal governance structures and measures; GenAI MGF 2024: data, security	Partial: licence count is client-reported; settings, access review and usage evidence are not supplied	Licence or configuration changes; new data categories used; sharing incident or material output error	30 Apr 2027	-
AI-06	Prompts may expose business or personal data; use is not centrally controlled; disclosures may be difficult to reverse.	Ban customer, staff and supplier personal data in prompts; communicate restriction; review and approve an alternative tool	MGF 2020: internal governance structures and measures; GenAI MGF 2024: data, security	Partial: use is reported, but user population, prompt history and exposure assessment are not supplied	Personal data is found in prompts; approved-tool decision; material change in staff use	31 Dec 2026	-
AI-07	Low direct harm and no personal data intended; human review makes unsuitable images reversible before use.	Use approved briefs and assets; check image suitability and rights; retain human publication approval	GenAI MGF 2024: content provenance; AI Verify: accountability	Complete: tool settings, approved prompt guide and image review log provided	Personal data or third-party likenesses proposed; tool or publication workflow changes; image complaint	30 Apr 2027	-

ID	Tier rationale	Key controls	Framework mapping	Evidence status	Review trigger	Next review	Linked
AI-08	Personal and confidential information may be captured; summaries can misstate decisions; review can correct errors.	Confirm client-reported settings; notify participants and limit circulation; check and correct summaries	MGF 2020: stakeholder interaction and communication; GenAI MGF 2024: data, security	Partial: meeting notice, settings, retention and circulation controls are not supplied	New meeting types or external attendees; settings change; sensitive information appears in an unintended summary	30 Apr 2027	-
AI-09	Customer information may be involved; incorrect prices or terms could cause commercial harm but can be checked before sending.	Use approved price sources; verify terms and recipient; confirm client-reported settings and access	MGF 2020: human involvement; GenAI MGF 2024: data	Partial: quotation workflow, source controls and settings are not supplied	Assistant gains sending or pricing authority; new customer data used; quotation error or complaint	30 Apr 2027	-
AI-10	Supplier and financial data are involved; extraction errors can affect records or payments but are reviewable.	Confirm system permissions; reconcile key fields to invoices; retain exception and correction records	MGF 2020: operations management; GenAI MGF 2024: data, testing and assurance	Complete: configuration export, posting permissions and monthly reconciliation provided	Feature gains posting or payment authority; extraction errors recur; accounting workflow changes	30 Apr 2027	-
AI-11	Personal data and marketing preferences are involved; unwanted messages can affect customers; sending may be hard to reverse.	Keep restricted pending consent check; verify audience and suppression rules; log approvals and complaints	MGF 2020: stakeholder interaction and communication; PDPC AI Guidelines 2024: personal-data use	Partial: consent basis, audience logic and sending configuration are not supplied	Consent check completed; audience or data use changes; any complaint or unintended message	31 Dec 2026	-
AI-12	Customers may disclose personal data; autonomous answers can mislead; incorrect advice can be difficult to undo.	Pilot only after controls; bound topics and data access; provide human escalation and review logs	Agentic MGF 2026: assess and bound the risks upfront; implement technical controls and processes; MGF 2020: stakeholder interaction and communication	Partial: live status is stated, but pilot design, permissions, escalation and test evidence are not supplied	Before pilot or launch; bot gains access to order records; any harmful answer or customer complaint	31 Dec 2026	V-01
AI-13	No personal data intended; suggestions do not themselves deploy changes; code defects remain possible and can be reviewed.	Confirm tool and repository access; prohibit personal data in prompts; require code review and deployment approval	MGF 2020: operations management; GenAI MGF 2024: security, testing and assurance	Missing: assistant vendor, settings, repository access and code-review evidence	Vendor or repository access identified; code is generated for sensitive workflows; defect or suspected disclosure	31 Jan 2027	-
AI-14	No personal data intended; inaccurate forecasts may cause stock or service issues; staff can adjust orders.	Check forecast anomalies against sales and stock records; keep purchasing approval with staff; review material forecast errors	MGF 2020: operations management; AI Verify: repeatability/reproducibility, robustness	Complete: forecast method note, override log and quarterly accuracy check provided	Forecasting feature or inputs change; material stock discrepancy; system begins placing orders	30 Apr 2027	-
AI-15	Supplier information may be included; translation is advisory and can be checked before action.	Confirm approved tool; avoid unnecessary personal data; verify prices, dates and commitments with a competent reviewer	MGF 2020: human involvement; GenAI MGF 2024: data	Missing: translation tool, settings, data handling and review process are not supplied	Tool identified or changed; personal data is translated; mistranslation affects a commercial commitment	31 Jan 2027	-

ID	Tier rationale	Key controls	Framework mapping	Evidence status	Review trigger	Next review	Linked
AI-16	Credit recommendations can affect customer access and involve account data; human decisions reduce but do not remove potential harm.	Do not automate decisions; confirm recommendation inputs and explainability; record human rationale and review	PDPC AI Guidelines 2024: personal-data use; MGF 2020: human involvement	Partial: vendor, inputs, recommendation logic and decision records are not supplied	Any proposal for automated decisions; vendor or input changes; customer challenge or suspected adverse outcome	31 Dec 2026	-
AI-17	Customer and transaction data are involved; false flags can delay orders; review can correct decisions.	Confirm provider actions and data inputs; review false positives and disputes; document staff decisions	MGF 2020: human involvement; AI Verify: fairness, robustness, accountability	Partial: provider settings, flag logic, data flow and dispute records are not supplied	Feature begins blocking orders automatically; false-flag pattern; provider or data-input change	30 Apr 2027	-
AI-18	Personal data may be involved; route suggestions are advisory; staff or partner can change a route.	Confirm data shared with partner; restrict access to fulfilment needs; review route exceptions and complaints	MGF 2020: operations management; AI Verify: robustness	Complete: partner data-processing terms and route data fields confirmed	Partner system changes; data shared expands; route issue or customer complaint	30 Apr 2027	-
AI-19	HR questions may involve personal matters; inaccurate policy answers can affect staff; human escalation can correct them.	Limit pilot scope and source material; confirm access permissions; provide HR escalation and review answer errors	MGF 2020: human involvement; GenAI MGF 2024: data; AI Verify: transparency	Partial: pilot users, source permissions, settings and answer testing are not supplied	Pilot expands; assistant accesses employee records; incorrect answer affects a staff decision	31 Jan 2027	-
AI-20	Personal information may appear in messages; drafts do not post themselves; review can prevent or correct errors.	Avoid unnecessary personal data in prompts; verify facts and tone; require human approval before posting	MGF 2020: stakeholder interaction and communication; GenAI MGF 2024: content provenance	Partial: account access, prompt handling and post-approval records are not supplied	Tool gains posting permission; personal data used in prompts; public error or customer complaint	30 Apr 2027	-

About this sample

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd., its people, vendors, findings and dates are invented. Nothing in this document reports a client result.

I personally review and sign off every deliverable. You appoint your own DPO. I support them.

This is practical compliance support, not legal advice. For legal advice, use a Singapore-qualified lawyer.

What's not included

- Legal advice, legal opinions on vendor terms or regulatory representation.
- AI Verify technical testing, model benchmarking, penetration testing or security engineering, unless the relevant work is separately scoped.
- Building an AI system, implementing integrations or changing live permissions and configurations.
- Certification, a compliance guarantee or an assurance that a model cannot fail.
- An organisation-wide ISO/IEC 42001 readiness engagement unless expressly included in the quote.
- Healthcare-sector work or on-site delivery.

ISO/IEC 42001 work is a readiness check only, never certification. Questions about this sample: DM @alewyl1 on X, or ask for a free intro call (coffee chat).