

TRUSTED AI ADOPTION

CAPABILITY STATEMENT

ASSURING DIGITAL
SUCCESS SINCE 1997

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Where AI Innovation Meets Quality Engineering

With nearly 30 years of experience delivering quality outcomes for Australia's leading organisations, and *more than 15 years at the forefront of AI and machine learning*, KJR ensures digital systems are not only innovative, but also reliable, secure, and fit for purpose.

We blend deep software quality assurance with advanced AI strategy and implementation to help organisations adopt emerging technologies with confidence. Our approach reduces risk, strengthens trust, and accelerates real-world value.

IMPACT OF ARTIFICIAL INTELLIGENCE ON BUSINESSES

AI is set to significantly impact businesses, with global AI-driven economic contributions expected to reach \$11.04 trillion by 2050, according to a [KPMG study](#). AI-powered analytics, automation, and personalisation will drive cost savings across industries like finance, healthcare, and retail. As AI advancements accelerate, businesses leveraging AI for innovation, customer engagement, and operational efficiency will maintain a competitive edge. However, addressing ethical concerns, data privacy, and workforce transitions remains critical for sustainable AI integration.

Areas being impacted by AI capabilities include:



Data and Analytics



Forecasting



Customer Engagement Processes



Business Process Automation



Knowledge management



Code Generation and Content Creation

The drive to capture the benefits of AI-enabled solutions while simultaneously managing the associated requirements of the emerging global framework of Responsible AI standards and legislation will become a key theme in every enterprise-scale technology portfolio.

As the application of AI technology accelerates, we help organisations unlock real business value.

TRUSTED AI ADOPTION

At KJR, we're shaping the future of AI adoption, bridging the gap between technology and real business impact. We help organisations integrate AI seamlessly into their operations, ensuring governance, safety, and measurable business value. Our expertise spans key areas:



AI Solution Architecture & Business Integration

We focus on practical AI applications, looking at organisation and technical readiness to deliver.



AI Testing, Safety & Assurance

KJR is leading the way in AI validation, ensuring AI models and systems are tested, safe, and reliable.



Demonstrating AI Business Value

AI should deliver real results. We showcase success through case studies and help organisations validate their AI investments



Partnerships

We work with a trusted network of AI implementation partners to enable faster implementation, deeper technical expertise, and reduced risk for customers.



GRC / Governance, Compliance & Responsible AI

With evolving regulations, we help businesses navigate AI risks while ensuring ethical and compliant AI adoption.



Thought Leadership

We drive responsible AI conversations through AI training workshops, podcasts, and industry leadership.

With nearly 30 years of technology expertise and more than a decade in AI, KJR is Australia's trusted industry leader. Our [business-first AI approach](#) ensures AI is not just implemented, but delivers real, lasting impact.

AI YOU CAN TRUST. EXPERTISE YOU CAN RELY ON.

OUR SERVICES

KJR has delivered AI strategy, governance, and assurance across government, health, infrastructure, environment, and finance, uniting our heritage in testing with leadership in AI integrity. Built on trust. Backed by data. Driven by intelligence.



AI Strategy

A clear, evidence-based direction for AI adoption.

AI Strategy defines where AI can add real value within your organisation and establishes a practical pathway for adoption. KJR helps you move beyond fragmented experimentation by providing clarity, priority, and feasibility thinking.

How KJR Helps

We work closely with executives and delivery teams to identify valuable use cases, evaluate feasibility, understand data readiness, and shape a realistic roadmap. Our approach balances ambition with operational constraints and aligns AI initiatives with organisational objectives.

[Learn More](#)



AI Governance & Assurance

Keeping AI safe, reliable and predictable.

AI Governance & Assurance ensures AI systems behave as intended, safely and consistently. KJR establishes the oversight, safeguards and evaluation methods required to reduce organisational, operational and regulatory risk.

How KJR Helps

We design governance frameworks, evaluate risks, assess model behaviour and define checks and controls for safe AI operation. Our work ensures compliance expectations are met and stakeholders trust AI decisions.

[Learn More](#)



AI Solution Architecture

Designing AI that fits your business.

AI Solution Architecture ensures AI solutions integrate effectively with systems, processes and people. KJR provides clear architectural direction to support secure, scalable and maintainable AI adoption.

How KJR Helps

We map business requirements, define solution patterns, identify integration points and establish architecture that aligns with governance, data, security and operations.

[Learn More](#)

OUR SERVICES

Whether you're shaping a strategy, deploying new models, or assuring compliance, our experts provide the structure and evidence you need to innovate without risk.



AI Solution Delivery

Ensuring AI solutions are delivered correctly.

AI Solution Delivery provides clarity, oversight and alignment from business intent through to vendor implementation. KJR supports delivery without acting as an implementer, ensuring you remain in control.

How KJR Helps

We shape requirements, run assessments, review vendor proposals, perform quality checks and oversee delivery against the defined strategy and architecture.

[Learn More](#)



Testing AI

Proving your AI works - now and over time.

Testing AI requires specialised methods beyond traditional software testing. KJR evaluates AI systems for behaviour, reliability, accuracy and safety.

How KJR Helps

We apply scenario testing, behavioural analysis, safety checks, drift detection and human-in-the-loop evaluations to ensure dependable AI performance.

[Learn More](#)



Data Quality

Reliable data for trustworthy AI.

Data Quality ensures the data feeding AI systems is accurate, complete and well-governed. KJR strengthens foundational data layers to improve AI performance and reduce risk.

How KJR Helps

We assess data quality, identify gaps, recommend improvements and uplift governance to support both analytics and AI programs.

[Learn More](#)

**HARNESS THE POWER OF AI
SAFELY, RESPONSIBLY, AND WITH CONFIDENCE**

INDUSTRY EXPERIENCE

Our expert team collaborates closely with clients across diverse industries, helping them navigate the complexities of AI adoption to achieve remarkable results. The following provides a snapshot of some of our projects:



AI-enabled chatbot assurance

South East Water implemented an AI-enabled chatbot to improve customer access to operational information and reduce pressure on support channels. SEW needed confidence that responses would remain accurate, appropriate and consistent across different customer scenarios as models, workflows and source content evolved.

KJR provided testing and assurance support across chatbot workflows, response quality and operational scenarios. The work included validation of AI-generated responses, review of source data quality, testing of customer verification and live agent handoff processes, and identification of inconsistent behaviours across customer journeys.

The engagement increased confidence in the reliability and security of the customer-facing digital service channel, reduced go-live risk, and provided better visibility of AI failure modes, operational risks and areas requiring ongoing monitoring. KJR helped South East Water establish a practical assurance approach for conversational AI operating in a live customer environment.

[Learn More](#)

AI & DATA QUALITY ASSURANCE

HEALTHCARE DATA ASSURANCE

Datarwe provides a secure data access platform that enables AI models to be applied to high quality clinical data. These AI generated insights enable clinicians to make targeted improvements to intensive care processes using on local real-world evidence.

KJR helped Datarwe to ensure the data platform was built correctly, was scalable, and secure. Enabling pre-trained models to be improved using local data, KJR's approach to AI Assurance included understanding exactly what kinds of errors were being made, and then re-training algorithms to correct these errors.

Multiple layers of data protection were implemented, including AI-driven data de-identification performed within a segregated cloud environment, strict control of data flows within the system, and managing rigorous access control protocols. The platform has been successfully implemented across major hospitals and continues to grow.

[Learn More](#)

datarwe
Real world data for AI enabled medical innovation

INDUSTRY EXPERIENCE

DATAOPS

A federal government department established a dedicated data analytics branch to enhance the use of data and evidence in policy development and decision making. KJR provided a range of data quality and data governance services, including test automation and production data quality monitoring.

KJR was able to increase the coverage of data quality monitoring from 5% to 80% as part of the overall DevOps delivery process. A key focus of KJR's work was in establishing automated processes for checking data quality as part of the general data transformation stage.

RESPONSIBLE AI FRAMEWORK

SmartAIConnect provides an end-to-end solution for AI model implementation on video security IP cameras. The company developed a Responsible AI Framework that enables comprehensive analysis and documentation of the Machine Learning models deployed on AI-enabled security cameras. As more and more cameras ship with AI enabled by default, organisations need to apply significantly more rigour to ensure their camera networks are not misused.

KJR worked with SmartAIConnect to assure the development the platform and support the alignment of the framework to emerging national and global standards for AI governance. By including support for risk assessment tracking, bias checking, managed deployments, production monitoring and audit trail support, SmartAIConnect's Responsible AI Framework provides a practical tool for collecting the quality assurance evidence produced by the KJR's VDML process. KJR is proud to be part of SmartAIConnect's journey in developing this industry-leading AI framework for managing risks associated with deploying machine learning models on the edge.



AI solutions don't exist in a vacuum. They need to integrate with the rest of your day-to-day technology platform. Naturally our AI specific services align with our broader software quality assurance and DevOps offerings, enabling a complete software quality engineering approach to AI adoption.

INDUSTRY EXPERIENCE

HUMAN-MACHINE TEAMING

Supported by Trusted Autonomous Systems, KJR led a group of leading Queensland tech companies to develop a digital platform for documenting world-heritage Aboriginal rock art dating back thousands of years in Far North Queensland.

The TAS project focussed on leveraging human-machine teaming to identify and protect these high-value cultural assets. The project specifically addressed the challenge of developing a process for using machine-learning, drone autonomy, and edge computing to rediscover, document, and maintain applicable sites.

KJR developed and deployed machine learning models to support mission planning and site inspections. Drone technology was used for data collection from which machine learning techniques assisted in the identification and protection of high-value assets. The integration of machine learning into this project was instrumental in demonstrating a more scalable and efficient approach to rock art conservation compared to relying solely on human effort. Importantly, traditional owners were engaged in the process of labelling training data and assessing the performance of the model.

A number of opportunities have arisen from this project to equip First Nations communities across Cape York with capability to support cultural and land care goals, as well as adjacent commercial and defence related goals.

[Learn More](#)



OUR HISTORY

1997

With Y2K approaching, demand was high for technology and software testing. K.J. Ross and Associates was established in a garage on the Gold Coast by Kelvin J. Ross in 1997.

NOW

KJR has now grown to approximately 120 staff across four offices nationally. We're proud to say we have multiple staff whom have been with us for decades, and many long-term customers we continue to work with today.

By taking a validation-driven approach to the use of machine learning technology organisations will be able to maximise the benefits of this technology while minimising the risk of unexpected or adverse outcomes.

TRAINING

Equipping your staff to have a practical understanding of AI capabilities, risks and limitations is essential to successful adoption. KJR offers a range of AI specific training courses which can be tailored to your specific needs, including:

AI for Executives and Business Leaders

Turning AI opportunities into measurable business value

→ [FIND OUT MORE](#)

Practical AI Assurance for Teams

Test and Evaluation of Large Language Models

→ [FIND OUT MORE](#)

[AI White Paper](#)

[Read more](#)

TOOLS & TECHNOLOGY

KJR has extensive technical experience delivering successful business outcomes for customers. Here's a snapshot:



Hugging Face

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TRUSTED AI ADOPTION CAPABILITY STATEMENT

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