

MEASUREMENT

# AI Outcome Measurement Scorecard

A worksheet for defining what better means before an AI workflow becomes a business case.

**WHAT THIS TEMPLATE HELPS YOU DECIDE**

Map baseline metrics, success criteria, quality signals, review burden, customer impact, cost-to-serve, and metric ownership before celebrating output volume.

**BEST FOR**

- Teams moving from pilot to business case
- Operators proving post-launch value
- Leaders comparing AI investment against operational outcomes

**OUTPUTS**

- Baseline metric map
- Success criteria
- KPI owner list

## STEP 1

# Frame the operating need

Start with the workflow, decision, owner, and business pressure. The template is useful only when it is grounded in a real operating moment.

## Operating frame

**Workflow measured**

Name the AI-supported workflow, operating loop, or decision.

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**Current baseline**

Capture time, cost, quality, error, or throughput before AI support.

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**Business owner**

Name who owns the outcome, not just the system.

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## Readiness check

- The workflow has a measurable baseline
- Success criteria are tied to business outcomes
- Quality and review burden are measured together
- Metric owners are named
- Before/after comparison has a review cadence

## STEP 2

# Map the architecture questions

Use this page to separate the parts of the system that need design before anyone jumps to tools, prompts, or implementation details.

## Design map

<b>Time saved</b>	Which cycle time, handoff, or preparation step should improve? _____
<b>Quality improved</b>	Which error, completeness, decision, or customer outcome should improve? _____
<b>Review burden</b>	Does AI reduce, shift, or increase human review work? _____
<b>Cost-to-serve</b>	How does model, tool, and operator cost compare with workflow value? _____
<b>Confidence signal</b>	What would prove the system is helping rather than creating hidden rework? _____

AI value is operational value. A workflow that produces more output but weakens quality, confidence, or review capacity has not improved.

STEP 3

# Turn the answers into a brief

A strong brief makes the next decision easier: proceed, defer, redesign, govern, or assess more deeply before implementation.

## Decision brief

<b>Primary KPI</b>	Which single metric should leadership watch first? <hr/>
<b>Guardrail metric</b>	Which quality or risk signal prevents false success? <hr/>
<b>Owner</b>	Who reviews the scorecard and acts on weak signals? <hr/>
<b>Decision</b>	Scale, tune, pause, redesign, or retire? <hr/>

### Prove AI impact through operating outcomes.

IntelliSync helps teams define measurement systems that connect AI workflows to decision quality, cost, cadence, and governance readiness.

[Open Architecture Assessment](#)