People + AI
Performance Scorecard

Track what matters. These eight measures tell you if AI is actually working.

We've created a practical framework for tracking how well your organization is embedding AI into everyday work. These metrics go beyond surface-level adoption and reveal whether teams are learning, trusting, and improving through AI.

How to Use This Scorecard

Integrate into ongoing KPI tracking for regular leadership review, especially people and culture metrics, not just technical KPIs.

Assign a clear owner to each metric and document accountability in operational dashboards.

Discuss progress during regular team meetings and leadership reviews to highlight quick wins, unblock friction, and sustain adoption momentum.

Use data trends to guide investment, focusing on areas where engagement, outcomes, or trust lag behind.

AI adoption is about whether work actually gets better. This scorecard forces you to measure what matters: real usage, tangible outcomes, and whether employees feel empowered or overwhelmed.

Most organizations track vanity metrics and wonder why adoption stalls. Track these seven instead. Review them religiously. Act on what the data tells you. If usage is high but outcomes are flat, your tools aren't solving real problems. If outcomes improve but retention drops, you're burning people out. Fix what's broken. Ignore the rest. That's how you make AI work.

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1 Alignment

Do people understand why we're doing this?

Measure: Percent who can explain the AI strategy, its purpose, and have trust in it.

Target: >= 75%.
Owner:
Check: Quarterly

Red flag: Employees cannot articulate AI's value or purpose.

2 Coverage

Do people know when and how to use AI in their work?

Measure: Percent of key decisions with clear AI guidance on how the AI system should and should not be used.

Target: Demonstrable improvement every quarter.
Owner:
Check: Monthly

Red flag: Team members are still asking, "Should I use AI for this?"

3 Fluency

Do people know how to use AI and when to trust or challenge it? Are they confident and resourceful, not just compliant?

Measure: Manager readiness ratings.

Target: 100% of the top 10 decisions.

Update frequency: Quarterly

Owner:

Red flag: Managers lack confidence to coach AI use.

4 Usage

Are people actually using it daily?

Measure: Daily Active Users (DAU); Acceptance Rate.

Target: >= 80% weekly engagement.
Owner:
Check: Weekly

Red flag: Declining usage (UX/value problem).

5 Performance Goals

Are managers teaching teams how to use AI well?

Measure: Proportion of employees whose formal performance objectives for the quarter or year explicitly require the use, coaching, or mastery of the new AI tools.

Target: 100% of employee goals.

Owner:

Check: Biweekly

Red flag: Employees don't see how AI impacts how they are evaluated or their personal development.

6 Business Outcomes

Is performance actually improving?

Measure: AI-contributed change in primary business KPI (pre/post).

Target: >= 15% improvement.
Owner:
Check: Quarterly
Red flag: High usage but flat outcomes.

7 Access

Does everyone have equal access and results?

Measure: Usage variance across roles/regions.

Target: <= 10% variance.
Owner:
Check: Monthly
Red flag: HQ uses AI daily; the frontline hasn't started.

8 Sentiment

Does AI make work better or worse?

Measure: Retention/burnout rates in AI teams.

Target: Higher retention, lower burnout.

Owner:

Check: Quarterly

Red flag: AI teams show more burnout.