Measure the value that matters.

Use the seven-layer AI ROI stack for AI or other improvements. Select the layers relevant to one workflow, then connect each to observable evidence.

Workflow and business outcome

Value layer	Evidence to look for
Efficiency	Less time or effort per completed task.
Scale	More completed work with the same resources.
Quality	Fewer errors, omissions, or rework.
Experience	A better service experience for employees or customers.
Risk	Fewer failures, exceptions, or control gaps.
Capability	The team can do something it could not do before.
Financial impact	An explicit mechanism changes revenue or spending.

Our priority value layers

Count each benefit once. Time saved becomes cash savings only when there is a clear change to spending; it may instead create capacity or better service. Record the mechanism before attaching a financial value.

Set a baseline. Count the costs.

Choose a small set of measures before the build starts. Keep the scope and measurement period consistent, and record what is observed rather than assumed.

Priority measure and unit

Current baseline

Target and measurement period

How will we measure the change? Data source and owner

Financial mechanism, if relevant

One-time delivery costs: build, integration, change, training

Ongoing costs: tools, usage, support, monitoring, maintenance

Observed result and evidence (complete after the review)

Accountable owner

Review date

Compare benefits and total costs over the same period. Include human review, adoption effort, and the cost of keeping the system useful.