

AI Adoption Friction Check

25 checks across the five areas where AI adoption fails

AI strategy without adoption is wasted investment. One leader, one use case, ten minutes: start with the use case carrying the most budget or the least agreement.

Sound familiar?

- Leader misalignment on prioritisation1
- No one owns the outcome2
- Usage falls after the launch push3
- Teams revert to the old process4
- No agreed way to show value5

How to mark

Mark against evidence you could show today, not intent. Colleagues can mark their own copy, then compare.

C

Clear

In place and supported by current evidence.

R

Review

Partly in place, inconsistent or assumed.

B

Blocked

Absent, unclear or stopping progress.

1

Alignment

AI needs a defined problem and a reason to act

1

We can name the business problem each priority use case should improve.

C

R

B

2

Each use case has a result leaders can assess, not just usage figures.

C

R

B

3

People affected understand why it matters and what will change.

C

R

B

4

Leaders agree which AI initiatives should progress, wait or stop.

C

R

B

5

AI priorities connect to current business, customer or regulatory needs.

C

R

B

2

Capacity and ownership

Someone must own the outcome, not only the activity

6

A person is accountable for each use case outcome.

C

R

B

7

Business, technology, data, risk and operational roles are understood.

C

R

B

8

Managers have authority to change processes and roles around the AI.

C

R

B

9

Delivery, technical and change capability is available.

C

R

B

10

Important decisions are made quickly enough to keep progress.

C

R

B

3

Literacy and adoption

People need relevance, trust, support and permission to challenge

11

Intended users understand how AI applies to their responsibilities.

C

R

B

12

People have time, guidance and opportunities to practise.

C

R

B

13

Managers can support good use, challenge poor use and escalate.

C

R

B

14

Employees know when outputs need checking and who is accountable.

C

R

B

15

People can report poor outputs and process friction openly.

C

R

B

4

Infrastructure and workflow

AI must fit the work, information and systems around it

16

The current workflow was examined before AI was added.

C

R

B

17

Required data is accessible, suitable and permitted for the use.

C

R

B

18

AI connects to the systems and information used day to day.

C

R

B

19

Inputs, outputs, exceptions, approvals and handovers are defined.

C

R

B

20

Supplier, platform and operational dependencies are understood.

C

R

B

5

Governance and evidence

Controls and evidence should support the next decision

21

Controls match the AI's real effect on customers and decisions.

C

R

B

22

Privacy, security, accuracy, bias and human review are defined.

C

R

B

23

Supplier terms for access, storage, retention and training were examined.

C

R

B

24

A baseline and suitable measures were agreed before implementation.

C

R

B

25

Leaders can decide to continue, improve, expand, narrow or stop.

C

R

B

Your friction snapshot

Use case assessed

Area with most friction

Where evidence is thinnest

The question I cannot answer alone

The pattern matters more than the total. This snapshot is what you bring to the next conversation.

Reading the result

Mostly Clear

Check the remaining gaps before expanding adoption further.

Several Review

Agree an owner and the evidence needed for each weak area.

Any Blocked

Understand the consequence before committing more budget or resource.



Book an Opportunity Explorer conversation

Bring the result into a better decision

If more than one area came back Review or Blocked, that is the conversation to have. Opportunity Explorer is one conversation with a senior adviser, free and one hour: understand your priorities and leave with a clear view of what to do next. Book at perform-partners.com.