

KPIs for AI Success

CFOs should work with business unit leaders to establish a scorecard for AI deployment. Below is but one example:

KPI Category	Metric	Target Direction	Outcome
Financial Efficiency	Token Efficiency Ratio (TER) per use case	↑ Increase	
Financial Efficiency	AI cost as % of value generated	↓ Decrease	
Financial Efficiency	Budget variance (actual vs. forecasted token spend)	→ Narrow	
Operational Impact	Cycle time reduction for AI-augmented processes	↓ Decrease	
Operational Impact	Throughput increase (output per FTE in AI-enabled teams)	↑ Increase	
Operational Impact	Error / rework rate in AI-assisted workflows	↓ Decrease	
Strategic Value	New capabilities enabled by AI (count / revenue attributed)	↑ Increase	
Strategic Value	Speed to insight / decision (key process metrics)	↓ Decrease	
Governance	% of spend with full attribution (user, team, use case)	→ 100%	
Governance	Spend anomaly detection rate and time-to-resolution	↓ Decrease (time)	
Governance	% of deployments with documented TER review	→ 100%	