

How to measure whether a pilot is worthwhile

A simple framework for comparing time, quality and the review work AI still requires.

01 Agree the baseline together

Pick a representative week before the pilot. Count the in-scope items and time the work. Use the team's actual records, not a generic industry average. Note unusual workloads so you do not compare a quiet week with a busy one.

02 Count the review work

Net time returned is the previous handling time minus the time still spent reviewing, correcting and managing the new workflow. If preparation gets faster but checking takes longer, record both. AI activity counts are useful operating data, not proof of savings.

03 Keep quality beside speed

Track correctly handled items, factual edits, missed escalations and any unapproved actions. Define a sample and an acceptance rule before the pilot. A fast draft with the wrong amount or date is not a successful outcome.

04 Translate time carefully

If you choose to value time in euros, use an agreed hourly assumption and label it. Time capacity is not automatically cash saved: a team may use that capacity to respond faster or take on more work. Do not describe those possibilities as revenue already earned.

05 Make the next decision explicit

At the review, choose one of three next steps: continue the workflow, improve a specific weakness, or stop. Add another workflow only once the first shows enough value after supervision and operating costs. A useful pilot can also tell you what not to automate.

[Read the current guide online](#)

Make it specific to your team.

A working sheet for a focused discussion. Keep sensitive information in your own systems.

Workflow / reviewer / dates

Measure	Before	During pilot
Comparable items / week		
Handling minutes / item		
Review + correction minutes / item		
Weekly maintenance minutes		
Items requiring factual corrections		
Missed escalations / unapproved actions		

Compare like-for-like workloads. Subtract review, correction and maintenance time from the old handling effort. More capacity is not automatically a cash saving.

Decision: continue / improve / stop. Reason and next review:

Put this into practice.

Keep this worksheet for your team. Remove client names and confidential details before sharing examples.

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