SELF-CHECK · 5 MINUTES

6 signs your company isn't ready for AI yet

Most AI pilots stall for reasons that have nothing to do with the AI. Check yourself against the six layers AIRA scores, before you buy another AI tool.

How to use this
Tick each box that sounds like your company today, then count your ticks at the bottom.

☐ 01 · DATA FOUNDATION

Nobody can say which customer data is clean, current or complete.

AI learns from what you feed it. Duplicate records and stale fields become confident wrong answers.

Ready looks like: one owner per data set, and a known list of the sources AI is allowed to use.

☐ 02 · SYSTEMS AND INTEGRATION

Your AI pilot can't reach the systems that hold the answers.

A chatbot that can't see orders, tickets or accounts just hands customers back to a person.

Ready looks like: your CRM, phone platform and knowledge base share data through supported connections.

☐ 03 · KNOWLEDGE READINESS

The real answers live in people's heads and old PDFs.

If your best agent has to remember it, your AI can't look it up.

Ready looks like: a searchable knowledge base with owners, review dates and one current version of each answer.

☐ 04 · PROCESS AND WORKFLOW

No one has written down how the work actually gets done.

You can't automate a process you can't describe. AI makes a messy process faster and messier.

Ready looks like: your top 10 workflows mapped, with volumes and handle times, so you know where AI pays back first.

☐ 05 · GOVERNANCE AND RISK

Staff already paste customer data into chatbots, and there's no policy.

The risk isn't the AI you plan to buy. It's the AI your team is using today without anyone knowing.

Ready looks like: a written AI use policy, an approved tools list, and someone accountable for AI risk.

☐ 06 · PEOPLE AND SKILLS

AI belongs to one person in IT, and everyone else is waiting.

Tools don't change outcomes. Trained people with time to use them do.

Ready looks like: a business sponsor, front-line champions, and a training plan for the people whose work will change.

My ticks: ☐ ☐ ☐ ☐ ☐ ☐ Two or more? You're not alone, and it's fixable. Get your full score below.

0–39	40–59	60–79	80–100
Not ready yet	**Getting ready**	**Ready to pilot**	**AI-ready**
Fix the foundations before you buy tools.	Close a few gaps, then pick one pilot.	Start small, measure, and scale what works.	Move to production with guardrails in place.

Get your free AIRA Score in 5 minutes

12 questions, a score for each of the six layers, and your biggest blocker. We don't sell AI tools, so it isn't a sales pitch.

aireadiness.shop/score