



The Digital Transformation Gap

Executive insights and challenges taken from the
Digital Quality Transformation and AI Readiness Playbook



People

60% are not confident their teams have the skills and mindset to leverage AI-enabled quality.

For digital transformation to succeed, people need a clear vision, and must be empowered to act. Without this, even the best solutions will fail.

A successful digital transformation is hindered by a lack of stakeholder investment and leadership advocacy, alongside teams that are under-skilled and lack confidence to adopt new technology.



Processes and Systems

61% confirmed their quality processes are currently disconnected or paper-based.

Quality needs structured, scalable processes and integrated systems to deliver consistency, speed, agility, and insight across the value chain.

Inefficient, non-standardized key processes and overly complex ways of working are leading to inconsistent execution and stalled digital implementations that fail to deliver promised value.



Data

71% rate their data's quality, connectivity, and AI readiness as very poor to fair.

AI, digital tools, and quality teams all rely on connected and trusted data. A strong data foundation turns raw information into actionable intelligence to drive strategy.

Perfectionism and a lack of connected thinking about quality data assets limit progress and investment, resulting in disconnected data that inhibits effective insights and action.



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