

# Operational excellence 2025: 10 questions keeping leaders up at night

Am I maximizing AI's impact on my operations, or just chasing the hype?

Based on a survey of 400+ operational leaders, this report tackles the critical questions surrounding AI, digital transformation, and the future of work. Are you grappling with the same challenges?

1

## The AI paradox

Is our AI investment paying off?



**66%** of organizations consider **AI central to their strategy**, but many struggle with ROI



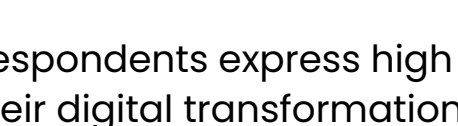
Tip

Discover how to measure the true impact of your AI initiatives and avoid costly experiments.

2

## Digital transformation's missing link

Are we truly aligned on digital transformation?



**88%** of respondents express high satisfaction with their digital transformation efforts



But only **61%** report strong alignment with business goals



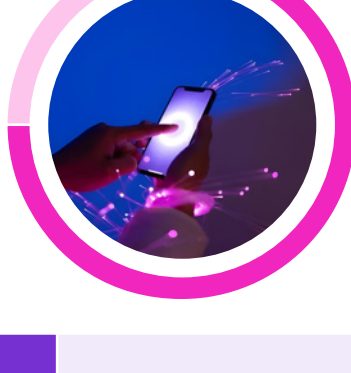
Tip

Unlock the key to aligning technology with core business objectives for tangible results.

3

## The looming skills gap

How do we build an AI-ready workforce?



**82%** **prioritize human-AI collaboration skills**, highlighting the urgent need for upskilling



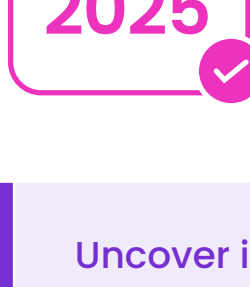
Tip

Gain practical strategies for bridging the talent gap and empowering your team for the age of AI.

4

## Immersive technologies: beyond the hype

What's the real value of AR/VR/XR for our business?



**84%** **anticipate AR/VR/XR as crucial by 2025**, but adoption remains limited



Tip

Uncover innovative use cases that go beyond training and deliver tangible ROI.

5

## Culture under AI: the human element

How do we navigate the cultural shift caused by AI?



**68%** report a **positive cultural impact from AI**, while others struggle with resistance



Tip

Learn to foster a culture of trust and collaboration that embraces AI and empowers employees.

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## Sustainability

ESG vs. operations: can we win both?



**Only 1 in 3** claim to have a prioritized plan for ESG



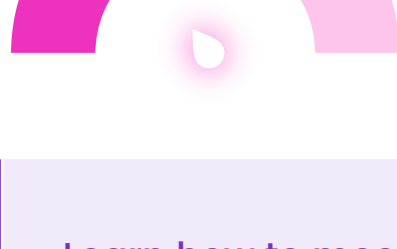
Tip

Learn how to integrate sustainability into your core business strategy and leverage AI to reduce environmental impact.

7

## Ethics

Are our AI practices ethical?



AI ethics is a challenge for

**28%**



Tip

Learn how to meet future standards.

8

## Integrated tech

Are our systems talking?



**71%** report strong integration between systems



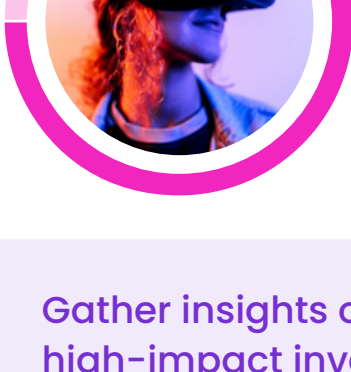
Tip

Read case studies showcasing how your peers foster collaboration.

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## Smart budgeting

Are we spending wisely?



**75%** allocate at least 26% of budgets to emerging tech



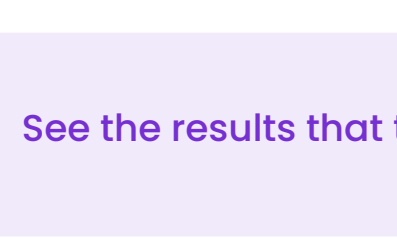
Tip

Gather insights on how to focus on high-impact investments.

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## Adapting to change

Are we too slow to adapt?



**77%** feel ready for change



Tip

See the results that training is delivering for your peers.



**Get the answers: download the full 2025 operational excellence report**

Download report