



PRACTICAL PROCUREMENT

Added Value Sourcing



SERIES 3 OF 9 · PROCUREMENT & SUPPLY CHAIN OUTLOOK 2026

AI Literacy & RACI Template

Building the culture that makes AI investment work

A practical tool from the Practical Procurement resource library.

Use it standalone, or alongside the nine domains of the Collaborative Procurement Operating Model.

THE PROBLEM: ALGORITHMIC APATHY

Most organisations now own sophisticated AI tools. Few have learned to use them well. When employees ignore new tools, accept AI output without judgment, or build check-the-box automation pilots, it is not a technology problem — it is a culture problem.

PART 1: AI LITERACY BASELINE ASSESSMENT

Rate each team member against the following competencies: 1 = Awareness only · 2 = Working knowledge · 3 = Proficient

Competency	Category Mgr	Logistics Analyst	Supplier Lead	Team Lead
Understands how AI models are trained				
Can identify data bias in AI outputs				
Knows when to override AI recommendations				
Understands decision rights (human vs machine)				
Can escalate AI errors appropriately				
Actively experiments with AI tools				

PART 2: AI DECISION RACI FRAMEWORK

Clarify who is Responsible, Accountable, Consulted, and Informed for each AI-augmented workflow.

Decision / Action	R — Responsible	A — Accountable	C — Consulted	I — Informed
AI generates sourcing recommendation				
AI flags supplier risk alert				
AI executes low-value PO (<\$X threshold)				
AI rejects a bid on defined criteria				
Human overrides AI decision				
AI performance KPI review				

AI CULTURE ROLLOUT: 5-STEP PROGRAMME

- 1 Baseline assessment: rate all team members against the literacy competency framework above.
- 2 Gap analysis: identify the highest-priority competency gaps by role.
- 3 Targeted training: deliver role-specific AI literacy sessions — not generic awareness programmes.
- 4 RACI workshop: run a 90-minute session to complete the decision RACI for each major AI-augmented workflow.
- 5 Test-and-learn pilot: launch one AI tool with full visibility — share both successes and failures with the whole team.

KEY INSIGHT

In 2026, an AI-literate culture will separate firms that create sustainable advantage from those merely digitising old ways of working. The technology gap is shrinking — the cultural gap is widening.

Warwick Shaw

Practical Procurement®

Insights drawn from the GEP Procurement & Supply Chain Outlook Report 2026

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