

## **From Experimentation to Enterprise Value: The AI Leadership Playbook for 2026**

**Nirmal Jingar**

**Technology and AI Leader at Wayfair**

In 2025, companies took dramatically different approaches to artificial intelligence. Some scaled AI across their operations, integrating new capabilities into products, workflows, and customer experiences. Others approached the year as a learning cycle, running pilots, testing tools, and building familiarity with a rapidly evolving technology.

If your organization fell into the second group, you are not behind. You are standing at the starting line of the most important transformation of the next decade.

**2026 is the year experimentation turns into execution, curiosity into capability, and pilots into measurable enterprise value.**

This leadership playbook outlines how organizations can mature from trying AI to operating as genuinely AI-enabled enterprises.

### ***1. Build a Dedicated AI Transformation Function***

Experimentation creates ideas. Transformation requires structure.

To operationalize AI at scale, organizations need a dedicated capability responsible for redesigning workflows, integrating technology responsibly, and ensuring teams have the support required to adopt new ways of working. High-performing companies will establish an AI transformation function with:

- AI architects who collaborate directly with domain experts to rethink processes end to end
- Training, enablement, and change management embedded from the start, not added late
- Early alignment with legal, security, privacy, and risk
- Tight partnership with product and engineering so improvements move into production rather than piling up in a backlog

Without ownership and repeatable patterns, companies remain stuck in pilot purgatory. A dedicated transformation function is the cornerstone that turns ad hoc wins into systemic capability.

### ***2. Measure Real Outcomes, Not Activity***

Early AI efforts often measure what is easiest: tool usage, prompt counts, code generation, or pull requests. These metrics create the illusion of progress without proving value.

In 2026, success must be defined by outcomes that matter to the business:

- Quality improvements in outputs
- Cycle time reductions in critical workflows
- Friction removed from processes and handoffs
- Increased capability and confidence across teams

Activity is not progress. Impact is. Organizations that excel will be those that measure and optimize for tangible business results, not motion.

### ***3. Build a Workforce Ready to Leverage AI***

As AI becomes part of the operating model, the skills that matter shift. The goal is not to replace expertise, but to multiply its effectiveness.

Teams that thrive will be those with:

- Strong technical fundamentals and systems thinking
- Deep domain expertise
- The ability to evaluate, guide, and refine AI-generated output
- Clear roles such as AI architects, workflow designers, and transformation leads

AI amplifies existing strengths and exposes weaknesses. Engineers who understand their systems deeply will accelerate rapidly with AI. Those who rely on AI to generate work they cannot explain create new forms of organizational debt.

Upskilling, role clarity, and continuous learning are now strategic priorities, not optional initiatives.

### ***4. Shift From Isolated Automations to Enterprise-Wide Orchestration***

Experimentation naturally produces scattered automations across teams. While each may deliver local value, they do not scale collectively.

A modern AI-enabled enterprise requires orchestration, not fragmentation. This means:

- A unified layer that coordinates which automation handles which task
- Clear patterns for monitoring, routing, troubleshooting, and retiring AI workflows
- A shared catalog of where AI lives in the business
- Architecture that allows intelligence to build on itself rather than remain siloed

Companies that fail to orchestrate end up with disconnected tools. Companies that succeed build a cohesive system that compounds value over time.

### ***5. Make Governance an Accelerator, Not an Obstacle***

Governance can no longer sit outside the AI program as an afterthought. It must be embedded into how teams design, deploy, and operate AI-driven workflows.

Effective governance in 2026 includes:

- Clear decision criteria for when and how AI is used
- Human oversight for high-impact or high-risk processes
- Early and continuous involvement from security, legal, compliance, and risk
- Real-time monitoring, quality checks, and reliability assessments

Good governance creates confidence and speed. When teams know what safe and approved looks like, they move faster, not slower.

### ***6. Tie AI to Business Outcomes That Matter***

Tools, prototypes, and novelty do not constitute transformation. The organizations that win in 2026 will be those that connect AI directly to strategic outcomes, such as:

- Shorter delivery cycles and better velocity
- Higher system reliability and customer satisfaction
- Lower operational costs through workflow simplification
- Greater revenue capacity without increasing headcount

AI is not valuable because it is impressive. It is valuable because it advances the mission of the business.

### ***The Leadership Mandate for 2026***

If 2025 was the year your organization learned and experimented, treat 2026 as the year you mature with intention. The companies that accelerate this year will:

- Build the structures and teams required to scale
- Measure value, not activity

- Invest deeply in people and capability building
- Treat AI workflows as integrated systems, not isolated experiments
- Embed governance from day one
- Tie every initiative to meaningful business outcomes

The organizations that win the next wave of competition will not be those that experimented the most. They will be the ones that took what they learned and built something durable, measurable, and transformative.