

Metrics of Program Effectiveness

Boards demand data. Executives require evidence. Regulators expect results. Generic metrics tell only part of your compliance story. This comprehensive measurement framework captures the full spectrum of program impact, from risk reduction to cultural transformation.

The metrics are organized into seven critical categories, addressing both fundamental compliance operations and more innovative cultural indicators. Each category offers specific, actionable metrics that compliance teams can implement to demonstrate program effectiveness to key stakeholders, from the board and executive leadership to regulators and employees themselves. By implementing this measurement framework, compliance professionals can move beyond simplistic "check-the-box" reporting to tell a more compelling story about how their programs mitigate risk, enhance operational efficiency, strengthen culture, and contribute to business objectives. These metrics not only help identify program gaps and opportunities for improvement but also provide the quantitative evidence needed to secure resources and organizational support. Whether you're building a compliance measurement system from scratch or enhancing an existing approach, this framework offers a roadmap for metrics that matter—ones that transform compliance data into meaningful insights that drive continuous program improvement and demonstrate the strategic value of compliance to your organization.



Training and Awareness

% completion rate; Knowledge Assessment scores; Employee feedback from surveys on training



Reporting

Number of cases - open/closed; substantiated v. unsubstantiated; time to respond to reports; time to close; cases open > 90 days; most significant case categories; anonymous v. identified; # of retaliation claims; root cause types



Disciplinary actions taken

Number of cases reaching Escalation Committee; number of terminations; number of other discipline taken and type



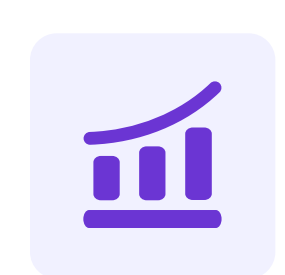
Corrective Action Updates

Corrective action items completed; Corrective action items open; types of Corrective Action items; time to implement corrective actions



Continuous Improvement Metrics

Corrective action items completed; Corrective action items open; types of Corrective Action items; time to implement corrective actions



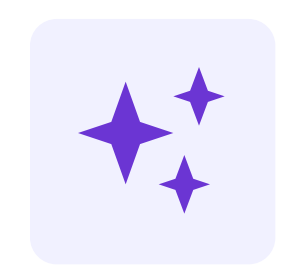
Regulatory Metrics

Number of cases reaching Escalation Committee; number of terminations; number of other discipline taken and type



Program Operations and Resources

Compliance program budget as % of total revenue; Compliance staff per 1000 employees; % of Compliance objectives met per year; Compliance program progress v. Strategic Plan.



Creative Metrics

- Top M&E spend (Strip clubs, massage parlors)
- Case management combo
- Culture:
 - ratio of questions asked / concerns
 - Net promoter score
 - % of cases followed up on

of times HR reaches out on promotions