

# Trust & Risk Statement™ Metric Selector

Take the [data readiness assessment](#) first to find your level, then select 2-3 metrics from that level only. Before you finalize, ask yourself: Will the C-suite care if this number moves? Mark the checkbox if so. If not, choose a different one. *Note: Each higher level includes all metrics in levels below it.*

**Operational Efficiency**  
Speed | Capacity | Process cost

**Trust & Experience**  
Retention | Sentiment | Culture

**Risk & Compliance**  
Liability | Exposure | Brand

**Foundational**  
Build a strong foundation

Case volume (per 1,000 employees)

Average time to close

Case aging (open >30 days)

Anonymous reporting mix

Labor/regulatory filings per 1,000 employees

**Intermediate**  
Build process consistency

*Includes all foundational metrics*

Staffing ratio

*Includes all foundational metrics*

Focus on consistency - no new metrics at this level

*Includes all foundational metrics*

Case disposition rate

Policy violation rate

**Advanced**  
Build strategic insight

*Includes all foundational and intermediate metrics*

Issue-to-case ratio

*Includes all foundational and intermediate metrics*

Post-case voluntary attrition rate

Retaliation allegation rate

Speak-up utilization rate

*Includes all foundational and intermediate metrics*

Performance mgmt. impact (per 1k employees)

Legal/settlement cost per 1,000 employees

Your North Star should guide your metric mix. Even if your priority is efficiency, you may still need a risk metric to tell the full story.