

Project Success Measurement

GUIDE

Understanding and Using Metrics for Impact



ABOUT THIS RESOURCE

This guideline helps assess the success of an HR project using **quantitative metrics**, **qualitative feedback**, and **business outcomes**. It provides structured avenues to collect data and feedback, ensuring the project meets its goals and delivers value.

How to use **quantitative metrics** to measure success

Track measurable data points to assess project performance.

Possible avenues for inputs:

- *Employee satisfaction:* Use surveys (e.g., Google Forms) to measure satisfaction before and after the project.
- *Time metrics:* Measure the reduction in time taken to complete tasks or processes.
- *Cost efficiency:* Compare project budget vs. actual expenses. Calculate ROI (savings vs. cost).
- *Process efficiency:* Measure time saved, error rates, or automation adoption.

How to use **qualitative feedback** to measure success

Capture subjective insights from stakeholders to gauge the project's value.

Possible avenues for inputs:

- *Employee feedback:* Gather feedback through surveys, focus groups, or one-on-ones.
- *Manager and leadership input:* Collect insights from managers on project impact (e.g., performance, morale).
- *Stakeholder feedback:* Regular check-ins with stakeholders help assess whether expectations were met.

How to use **business outcomes** to measure success

Measure how the project supports broader business goals and performance.

Possible avenues for inputs:

- *Employee retention:* Compare turnover rates before and after the project.
- *Business metrics:* Track productivity, absenteeism, and engagement changes.
- *Goals alignment:* Assess how the project supports strategic business goals.
- *Performance improvements:* Measure performance improvements post-project (e.g., training impact).

Best Practices for Measuring Success

1 Set clear goals
Define specific project objectives (e.g., improve engagement, reduce turnover).

2 Collect data
Use both quantitative and qualitative sources (e.g., surveys, interviews).

3 Benchmark
Compare results with benchmarks or industry standards.

4 Measure at multiple stages
Collect feedback during, at milestones, and after project completion.

5 Include stakeholders
Gather input from employees, managers, and leaders.

6 Evaluate against goals
Check if the project met its objectives and delivered outcomes.

7 Consider long-term impact
Reflect on the project's ongoing effects on the organization.

