

Mobility Program Success Measures

Mobility programs are one of those HR functions that must be tactically perfect and strategically focused. Like much of HR, Mobility's strategic participation and partnership is earned after tactical mastery is achieved.

Creating Mobility program success metrics are often a tussle between tactics and strategy. As you consider creating or refining your program's metrics, we suggest keeping a good balance of both.

TACTICAL SUCCESS MEASURES

- > Transferee / assignee satisfaction scores
- > Budget to actual program spend
- > Household goods claim rates
- > Relocation management company consultant responsiveness rates
- > Rate of assignment completion
- > Relocation cancellation rates
- > List to actual home sale price percentages
- > Home sale days on market
- > Mobility team training hours completed / conference hours attended
- > Mobility team industry certification percentages
- > Rate of repayment amounts collected from departing transferees / assignees
- > Total amount of tax overpayments collected from assignees

STRATEGIC SUCCESS MEASURES

- > Talent management goals supported and met
- > Talent acquisition goals supported and met
- > Workforce planning goals supported and met
- > Geographic expansion or retraction goals supported and met
- > Rates of promotion, retention and engagement of transferees / assignees
- > Return on investment measures
- > Productivity measures of transferees / assignees
- > Special program goals supported and met (rotational, interns, group moves)
- > Program-wide cost savings targets met