

COMPLIANCE KEY PERFORMANCE INDICATORS THAT BOARDS WILL UNDERSTAND

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KPI'S THAT BOARDS UNDERSTAND

- **Why do we even need KPIs ?**

- **'TOP DOWN'**

Bridging the business/compliance divide using KPIs

- **'BOTTOM UP'**

Build your KPIs according to your key compliance risks

WHY DO WE EVEN NEED KPI'S?

- **What are KPIs?**
- **Yawn....KPI overload**
- **The KPI toolkit**
 - **Direct**
 - **Indirect**
 - **Quantitative**
 - **Qualitative**

“TOP DOWN”

Speak the same language:

- ✓ **Strategic objectives**
- ✓ **Performance reporting**



“BOTTOM UP”

Build KPIs based on key compliance risks

- ✓ ‘Risk-based approach’ keeps KPI’s relevant:
 - for the board
 - for the business
 - for the compliance team



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SUMMARY

- **Use different types of KPIs to build a balanced framework**
- **‘Top down’ – Speak the board’s language**
- **‘Bottom up’ – Keep KPIs relevant**

SUMMARY

‘I do not belong to a nation because I speak the same language as they do; I belong to them because I feel the same pain as they did.’

M.F Moonjazer