

COMPLIANCE METRICS THAT SPEAK TO THE BOARD

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CW EUROPE – BRUSSELS, 13 OCTOBER 2014

ORDER OF PLAY



Why

How

What

"Murray's Metrics that Matter"

WHY ARE YOU HERE?



What do you want them to hear?

- How great you are!
- How great your team is!
- Why you need more budget/headcount/salary

Don't forget your other audiences:

- Your team
- Auditors
- External authorities

HOW CAN YOU REPORT?



- How are they feeling? Start/end of meeting? Other agenda items? New year/pre-summer break/year end?
- What do they want to hear?
 - Hot topics ("could that happen here?")
 - Stuff that impacts them!
 - External benchmarks and updates
 - War stories and highlights
 - Keep it "data light"
 - Link to risks/business/other functions

Remember...it's your agenda, but it's their meeting!

WHAT MIGHT YOU REPORT?



Communication

Training

Forensic checks

Perceptions and understanding

Charts v memo ("Go fix it")

Slice and dice - "Lies, damned lies and statistics"

Name and shame?

Show the journey!

INTEGRITY HEALTH CHECK





MURRAY'S METRICS THAT MATTER



- Macro News
- 2. Update on Objectives
- 3. Honest Improvements
- 4. Key Risks
- 5. "Shout Out" your Team
- 6. \$\$\$ savings and recoveries

Lead your board!

THANK YOU FOR YOUR ATTENTION



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