

# Model Performance Metrics:

## Application Responsiveness:

- Measure the application's response times to ensure that it loads quickly and provides a seamless user experience.
- Aim for fast response times, ideally under 1-2 seconds.

## User Adoption Rate:

- Monitor how many employees are using the application compared to the total number of eligible users.
- This metric can help gauge the application's popularity and its ability to replace older, less efficient processes.

## Travel Request Submission Rate:

- Track how many travel requests are submitted through the application compared to the total number of employees.
- A higher submission rate indicates better adoption.

## Approval Time:

- Measure the time it takes to process and approve travel requests from the moment of submission.
- A shorter approval time can enhance user satisfaction and operational efficiency.

## Rejection Rate:

- Keep track of the percentage of travel requests that are rejected.
- A high rejection rate may indicate issues with the application's usability or unclear travel policies.

## Expense Control:

- Monitor travel expenses and compare them to the approved budgets. Ensure that the application helps control costs by staying within budgeted limits.

#### User Feedback and Satisfaction:

- Collect feedback from users to understand their level of satisfaction and identify areas for improvement.
- Use surveys or feedback forms to gather this data.

#### Data Accuracy and Integrity:

- Ensure that the application maintains accurate and reliable data.
- Monitor for errors, duplicate records, and data integrity issues.

#### System Uptime and Reliability:

- Track the application's uptime and reliability.
- Frequent downtime or system failures can disrupt the approval process and harm user confidence.

#### Security and Data Privacy:

- Continuously assess the application's security and data privacy measures to protect sensitive employee information and travel data.

#### Mobile Compatibility:

- If the application has a mobile component, measure its performance and adoption on various mobile devices and platforms.

#### Training and Onboarding Time:

- Measure the time it takes for new employees to learn how to use the application.
- A shorter learning curve can lead to faster adoption.

#### Cost Savings:

- Calculate the cost savings achieved by using the application compared to the previous manual or less efficient travel approval processes.

#### Audit Trail and Compliance Records:

- Ensure the application maintains a robust audit trail, which is critical for compliance and accountability.
- Track the completeness and accuracy of these records.