Compile Metrics for Offboarding Effectiveness

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Objective

This document outlines a structured approach to defining and compiling metrics for evaluating the effectiveness of the employee offboarding process. By identifying measurable KPIs and a reporting mechanism, organizations can ensure that the offboarding workflow is not only compliant but also continuously improving.

Key Performance Indicators (KPIs)

1. Exit Interview Completion Rate

- Definition: Percentage of employees who complete an exit interview

- Formula: (Completed Exit Interviews / Total Offboarded Employees) × 100

- Purpose: Gauge employee engagement and HR compliance

2. System Access Removal Time

- Definition: Average time taken to disable access to critical systems (e.g., email, Slack, VPN) post-notification

- Target: <24 hours

- Purpose: Reduce security risks and data breaches

3. Asset Recovery Rate

- Definition: Percentage of company-owned devices successfully returned

- Formula: (Devices Returned / Devices Issued) × 100

- Purpose: Control inventory and financial accountability

4. Final Pay Turnaround Time

- Definition: Time between last working day and final payment

- Target: Within 5 business days

- Purpose: Ensure employee satisfaction and compliance with labor laws

5. Policy Acknowledgement Rate

- Definition: Percentage of offboarded employees who sign NDAs and data retention agreements

- Purpose: Minimize legal risks

6. Exit Documentation Completion Rate

- Definition: Percentage of completed offboarding checklists across all departments (HR, IT, Finance, Legal)

- Purpose: Measure internal process compliance

Suggested Reporting Template

A central dashboard will be used to log and track offboarding metrics. Recommended tools include Google Sheets, Notion, or a dedicated EMS dashboard.

Sample Table View:

Metric	Target	Actual (This Month)	Status
Exit Interview Rate	≥95%	88%	❌ Needs Work
Access Removal Time	< 24 hrs	Avg. 18 hrs	✅ On Track
Asset Recovery Rate	100%	96%	⚠ Partial
Final Pay Turnaround	≤5 days	Avg. 3 days	✅ On Track
NDA Compliance	100%	100%	✅ On Track
Checklist Completion	100%	92%	⚠ Partial

Metrics by Department

HR:

- Exit interview rates
- Checklist progress
- Time to notify departments

IT:

- Time to revoke access
- Device return tracking
- Documentation handover

Finance:

- Timeliness of final pay
- Outstanding dues resolution

Legal:

- NDA completion
- Compliance verification logs

Recommendations

- **Automate KPI Capture:** Integrate EMS with internal HR tools (e.g., BambooHR, Workday).
- **Monthly Reporting:** Generate a snapshot report at the end of each month.
- **Team Review:** Discuss trends in monthly meetings and identify bottlenecks.
- **Dashboard Visibility:** Grant shared access to team leads and compliance officers.