

# 5. Metrics - (draft)employee Net Promoter Score & ART

Measuring the success of the transformation is about getting the right questions to measure how

Agile SAFe transformation because it measures **stakeholder satisfaction** and provides insight into how well the transformation is being received by employees, teams, and leadership.

It acts as a pulse check on the **adoption, effectiveness, and sentiment** around the transformation initiatives.

Why	Agility specific	Event specific	
Track and monitor the overall NPS score for Agile	<p><b>1. Advocacy for Agile</b></p> <p>On a scale of zero to ten, how likely are you to recommend Agile to a friend or colleague?</p>	<p><b>Advocacy for Agile</b></p> <p>On a scale of zero to ten, how likely are you to recommend Agile to a friend or colleague?</p> <p><b>Event efficiency</b></p> <p>On a scale of zero to ten, how likely are you to recommend this Agile event ? (what we would like to know? e.g. did you get the right level of info you needed?)</p> <p><b>5. Collaboration/communication for Agile</b></p> <p>On a scale of zero to ten, how likely are you to recommend Agile based on the collaboration and communication you have seen during the PI event?</p>	
Collect the reasons behind the score.	What is the primary reason for your score?	What is the primary reason for your score?	
<b>Qualitative Feedback:</b> Collect specific feedback on areas of improvement, challenges, and successes in the SAFe transformation.		How can we improve your experience for this event?	
<b>Segmented Reporting:</b> Analyze NPS scores by role (e.g., team members, product owners, leadership) to identify targeted support needs.	Which function you are part of?	Which function you are part of?	

## Score

### Suggestion

#### At team level:

- Velocity (using the same Capacity Calculator. Eg: )
- Committed VS Delivered at feature level

#### At train level:

- PI objectives: Committed VS Delivered
- Business Value points
- Velocity at ART level