

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	1. Advocacy for Agile On a scale of zero to ten, how likely are you to recommend Agile to a friend or colleague?	Advocacy for Agile On a scale of zero to ten, how likely are you to recommend Agile to a friend or colleague? Event efficiency 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?) 5. Collaboration/communication for Agile 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?	
Collect the reasons behind the score.	What is the primary reason for your score?	What is the primary reason for your score?	
Qualitative Feedback: Collect specific feedback on areas of improvement, challenges, and successes in the SAFe transformation.		How can we improve your experience for this event?	
Segmented Reporting: 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