

Learning Measurement Scorecard

A practical scorecard for moving beyond completions and satisfaction.

Measurement principle

Learning measurement should connect activity to capability, behavior, performance, and business outcomes.

Recommended scorecard

Track a balanced set of indicators: efficiency, effectiveness, adoption, business impact, and trust/risk.

Scorecard

Category	Example measures
Efficiency	Cycle time, cost per asset, time saved, speed to launch.
Effectiveness	Proficiency, assessment lift, behavior observation, manager feedback.
Adoption	Participation, repeat use, manager reinforcement, active usage.
Business impact	Ramp time, productivity, quality, customer experience, internal mobility.
Trust & risk	Policy adherence, accuracy review, bias/accessibility checks, learner confidence.