

# THE EXECUTIVE EDGE

Tools and Insights to Lead with Clarity

# The Transformation Metrics Map

*Powering transformation from Uncertainty → Clarity → Action*



# EXECUTIVE OVERVIEW: Navigating Transformation Through Effective Metrics

If strategy is the “what,” and execution is the “how,” then metrics are the “proof.” But too often, leaders measure what’s easy, not what’s essential. Real transformation isn’t measured by a completed project plan — it’s measured by whether the business moves forward in meaningful, visible, and sustainable ways.

That’s why we built the **Transformation Metrics Map**: a clear, practical way to identify KPIs that actually matter — so you can track what counts, course-correct faster, and tell a compelling story of progress to your board, your team, and yourself.

# What's Lexico's perspective?

## The biggest mistake we see?

Choosing KPIs after execution has already started. By then, you're no longer measuring impact — you're chasing it.

## What works instead:

- Define metrics early, alongside your strategy
- Map them to real business value (not just project status)
- Make them visible, actionable, and shareable

# The 5 Dimensions of a Successful Transformation and What to Measure

Transformation is multi-dimensional. Measuring it should be, too. Here's how high-performing organizations build a 360° measurement system across five key dimensions:

<i>Dimension</i>	<i>What to Measure</i>	<i>Why It Matters</i>
<b>1. Financial</b>	Revenue uplift, cost reduction, margin improvement, return on investment (ROI)	Numbers talk. But they must speak to both efficiency and growth. ROI alone doesn't show if the transformation is sustainable.
<b>2. Operational</b>	Cycle time, process adoption, error reduction, throughput	Efficiency isn't just speed. It's repeatable, resilient processes that make the business stronger, not just faster.
<b>3. Experience</b>	Net Promoter Score (NPS), Employee Experience Score (EXX), adoption rates	If people don't buy in, it won't stick. These metrics show whether transformation is improving how people engage and perform.
<b>4. Strategic Alignment</b>	Goal alignment scores, OKR achievement, cross-functional participation	Transformations often fail in the gap between vision and action. These metrics show whether teams are pulling in the same direction.
<b>5. Adaptability</b>	Time to decision, number of course-corrections, learning velocity	What you track reveals how you respond. These metrics surface agility and help you manage change at the speed of business.

# KPI Hallmarks: 4 Tests Every Metric Should Pass

Too many dashboards. Not enough decisions. Strong KPIs share four traits:



## *Lexico Pro Tip*

If a metric doesn't prompt a conversation or a decision, it's not a KPI. It's trivia.

# 1

## **Connected**

*Linked to specific transformation goals*

# 2

## **Behavioral**

*Show whether new habits are taking root*

# 3

## **Actionable**

*Can trigger intervention or adjustment*

# 4

## **Narrative-Ready**

*Can tell a story to execs or the board*

# Real-World Application: One Change, Multiple Lenses

Let's say you're transforming customer onboarding.  
Here's what measurement looks like across dimensions:

Dimension	Sample KPI
Financial	Cost per onboarding
Operational	Onboarding cycle time
Experience	Customer satisfaction with onboarding process
Strategic	% of teams using the new onboarding model
Adaptability	# of enhancements made based on feedback



## *Lexico Insight:*

When you only measure one thing, you only see part of the picture.

# FINAL THOUGHT: Metrics Aren't the Finish Line — They Are the Flashlight

The right metrics illuminate where you are, where you're heading, and what's in your way.

- ✓ **They help you move faster** — not just finish faster
- ✓ **They build trust** — not just track status
- ✓ **They bring clarity** — when complexity creeps in

# Transformation KPI Map – A 1-page strategy tool to align KPIs with your transformation goals

Define and validate the KPIs that matter across five dimensions of transformation. Use this tool to ensure your metrics are strategic, actionable, and tell a compelling story. *Use this table to force 360° thinking. Every major initiative should have at least one KPI in each dimension.*

Dimensions	What to Measure	360° Example (e.g. New Customer Onboarding)	Your KPIs	Validation Checklist
1. Financial	ROI, cost savings, revenue uplift	Cost per onboarding		<b>Each KPI should pass these four tests:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> <b>Connected</b> – Links directly to a transformation goal</li><li><input type="checkbox"/> <b>Behavioral</b> – Indicates whether new habits or ways of working are taking hold</li><li><input type="checkbox"/> <b>Actionable</b> – Can trigger decisions, interventions, or course corrections</li><li><input type="checkbox"/> <b>Narrative-Ready</b> – Useful in explaining progress to stakeholders or the bo</li></ul>
2. Operational	Cycle time, process adoption, error reduction	Onboarding cycle time		
3. Experience	NPS, employee satisfaction, usage/adoption	Satisfaction score on onboarding survey		
4. Strategic	OKRs achieved, alignment scores, cross-functional buy-in	% of teams using new onboarding model		
5. Adaptability	Speed to decision, course corrections, learning velocity	# of enhancements made based on user feedback		



#### Lexico Tip:

If it doesn't prompt a conversation, it's not a KPI. It's noise.

The best metrics don't just track progress — they drive it. Use this map to spark the right conversations and decisions.



# Want Help Mapping Your Transformation Metrics?

Lexico helps business leaders cut through dashboard overload to design metrics that drive real progress.

## We'll work with you to:

- Align KPIs with strategy, not just tasks
- Build dashboards that leaders actually use
- Clarify outcomes so everyone knows what “done” looks like

# Book a Transformation Metrics Session



Let's pinpoint where your metrics are missing the mark — and design a better way forward.

[Visit this link](#) to schedule your session today.



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