



# MOVING BEYOND METRICS

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# THE METRIC (NUMBERS ALONE)

Voluntary Attrition rate: 18% this year vs 12% last year

Millennials rate is 5%, Gen Z -10%, Baby bommer-12%

Employee engagement is 50% on engagement survey in 2025.

Increase noted, but no context or cause identified

# ISSUE WITH METRICS ONLY



Metrics tell outcome but not the reason.  
Consider it as “What”  
Not “Why”



Without context,  
Leaders can draw  
incorrect conclusion.

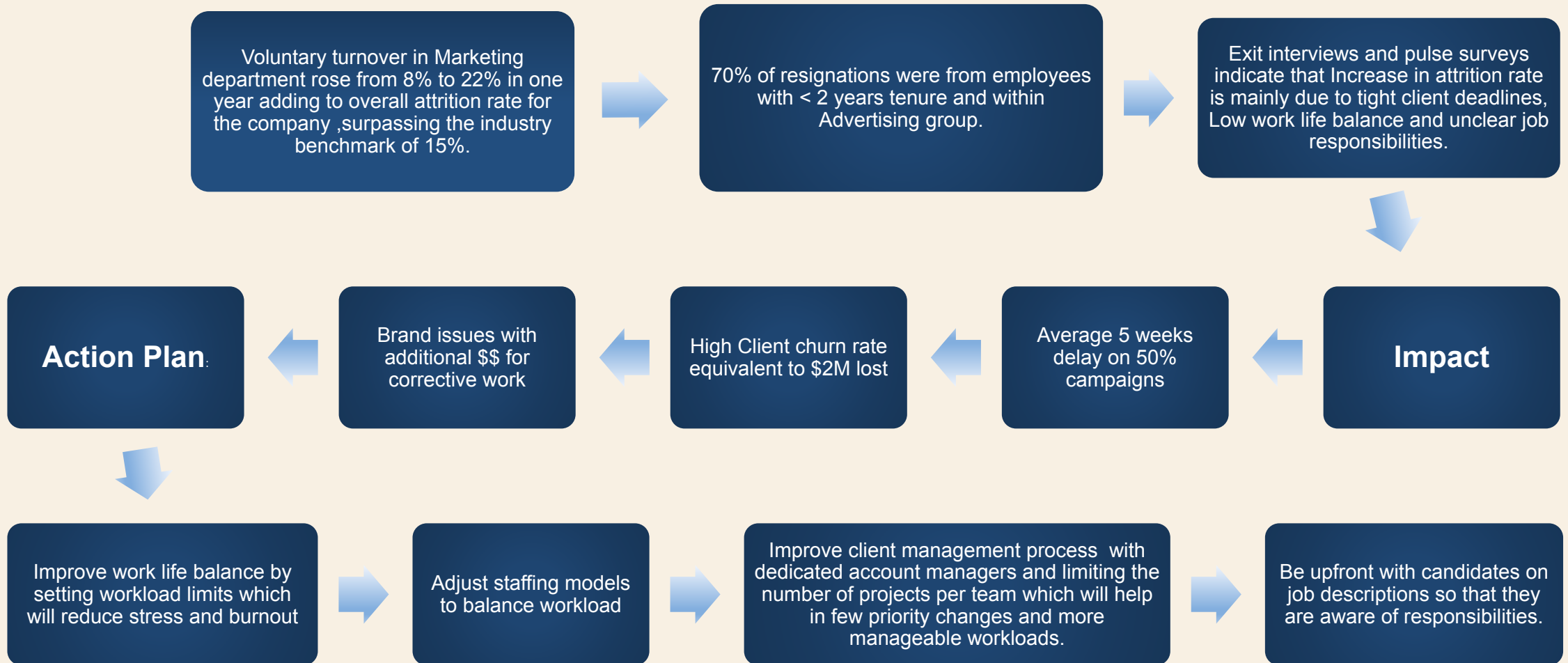


Metrics rarely  
translates to action, so  
no next steps



Metrics can be overly  
narrow, focusing on  
one data point

# THE STORY (NUMBERS + CONTEXT + IMPACT + ACTION)



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Data (18%) tells leaders what happened and where (Marketing) it happened.



Context explains why attrition is high(workload, work life balance)

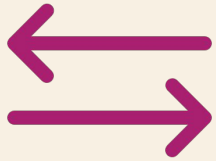


Impact quantifies the effect on business (-\$2M)



Action Path is implied (workload limits, client management process, clear job descriptions)

# WHY THIS MOVES BEYOND METRICS



- Adds Context – Explains the 'why' behind the increase



- Shows Impact – Connects turnover to customer experience



- Proposes Action – Outlines targeted interventions



- Supports Decision-Making – Guides leadership priorities

An abstract geometric design on the left side of the slide. It features a dark blue background with various geometric shapes and patterns. A white circle is positioned near the top left. Below it, a light blue semi-circle is visible. To the right of the semi-circle, there is a pink triangle with diagonal lines. Further down, there is a pink square with a pattern of concentric lines. At the bottom, there is a pink triangle with a pattern of concentric lines. The overall design is modern and minimalist.

THANK YOU