
TABLE 15.1 | Examples of Diversity-and-Inclusion Metrics

Representation

- Workforce count by business unit, location related to level/status, race/ethnicity, gender, age, job classification, etc.
 - Percentage of minorities and women in executive and other leadership positions (e.g., director, manager, and supervisor)
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Talent Management

- Percentage of minorities in candidate pools
 - Turnover (voluntary and involuntary) by business unit/department regarding race/ethnicity, gender, age, and job classification
 - Applicants, transfers, and new hires by business unit/department regarding race/ethnicity, gender, age, and job classification
 - Promotions by business unit/department regarding race/ethnicity, gender, age, and job classification
 - Dollars spent per employee on training and education
 - Number and/or percentage of leadership (executive to supervisor) attending diversity training
 - Number and/or percentage of managers and professional staff attending diversity training
 - Overall number and/or percentage of workforce attending diversity training
 - Number of and dollars spent on diversity-related conferences/seminars/events
 - Employee satisfaction scores by business unit/department regarding race/ethnicity, gender, age, position, seniority, and other relevant categories
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Customer Satisfaction

- Customer satisfaction scores by race/ethnicity, gender, age compared to population
 - Customer satisfaction scores related to business units/departments
 - Percentage of returns of Customer Satisfaction Survey by race/ethnicity, gender, and age
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Supply Chain Management

- Number of diverse suppliers (MBE, WBE, VET, SBE) by business unit/department
 - Number of bid packages that contained diverse suppliers
 - Spending with diverse supplier by business unit/department
 - Spending with premier diverse supplier by business unit/department
 - Percentage of overall spending with diverse suppliers
 - Percent increase of diversity spending from prior year
 - Dollars spent with direct second-tier suppliers and contractors
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