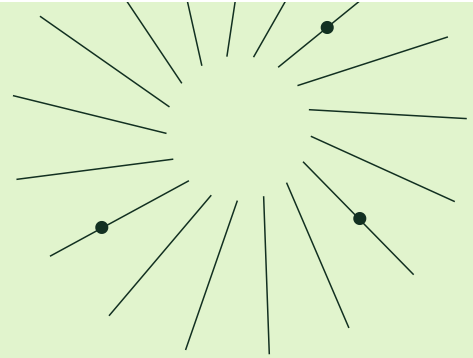


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Metrics Library

A curated collection of legal department metrics aligned to the Four Spinning Plates framework



The Metrics Library provides a comprehensive reference of proven metrics that legal departments can use to measure performance across all four strategic priorities: Effective, Efficient, Protect, and Enable. Rather than starting from scratch, General Counsel can select from this curated collection to build a balanced scorecard that tells their complete value story, moving beyond cost-only measures to demonstrate strategic impact.

What's inside

The Metrics Library organizes approximately 100 metrics across the four strategic priorities:

- **Effective metrics:** Quality of advice, stakeholder satisfaction, team performance, and service delivery results
- **Efficient metrics:** Cost management, resource optimization, productivity, and process efficiency
- **Protect metrics:** Risk identification, compliance, dispute management, and regulatory preparedness
- **Enable metrics:** Business partnership, strategic support, commercial awareness, and growth facilitation

Each metric includes details on what it measures, why it matters, and where available, guidance on data sources, reporting frequency, and how to calculate it.

How to use the Metrics Library

Think of the Metrics Library as your reference guide, not a checklist.

Start with your strategic goals. From the library, choose the metrics that best align with those goals and balance representation across all four spinning plates.

The library helps you explore options, compare alternatives, and fill gaps in your current reporting. For example, if you're only measuring efficiency, browse the Effective, Protect, and Enable sections for balanced additions.

To get the most value from the Metrics Library:

- Choose metrics you can realistically collect data for, or use the library to identify what data infrastructure you need to build
- Customize definitions to fit your organization's context. The library provides starting points, not rigid requirements
- Review regularly to ensure metrics remain aligned as strategic priorities evolve

Quick start checklist

- Review your department's current strategic goals and priorities
- Audit what you currently measure and identify which plates are well-represented and which are missing
- Browse the Metrics Library sections for the under-measured plates to find candidate metrics
- Select 8-12 total metrics that tell a balanced story across all four plates
- Assess data availability for your selected metrics and create a data collection plan
- Design your reporting approach—who needs what information, in what format, at what frequency

Remember: The Metrics Library is a menu, not a mandate. Select metrics that demonstrate your department's strategic value in language the business understands.

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Value Alignment Toolkit

[Access toolkit](#)

