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The journey to key performance indicators for your program

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In October, I had the opportunity to present at SCCE's Compliance & Ethics Institute on key performance indicators (KPIs) for the ethics and compliance program. If the crowd in the room and the questions I received are any indication, this is a topic of tremendous interest, so I wanted to dedicate this first column of 2019 to summarizing my key points for those who are getting pressure from their board to report on KPIs.

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