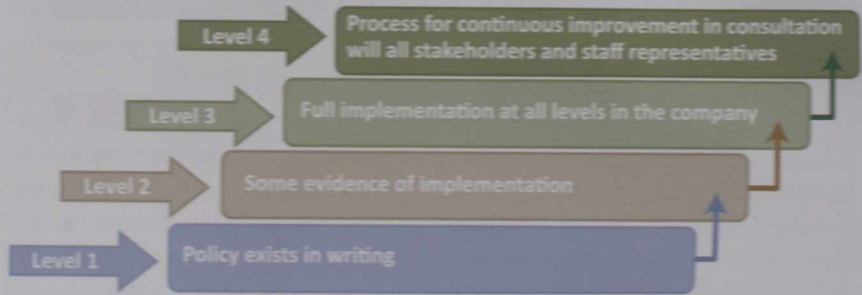


The core subjects of ISO 26000 discussed in this book are the main Key Performance Indicators (KPIs) of SR. The impact of much of SR activity is quantitative and measurable provided the intention of the SR activity is clear. When the organisation's planning is specific and SMART then the outputs and the outcome can and should be measured. The company's SR practice can be identified on a Level one to Level four scale. The definition of the four levels is shown in the following graphic.



In order to represent the performance level of SR quantitatively, 1-4 scores can be awarded according to the level of achievement e.g. a written policy not yet implemented scores 1 point. A questionnaire based on seven KPIs will be helpful. A sample questionnaire for 'measuring' against the environment KPI is given below.