

# Metrics that Matter: A Quick Guide to Measuring Training ROI

Training is essential for safe, efficient operations, especially in industrial and facilities environments where performance impacts reliability, uptime, and safety. But proving its value isn't always easy. Leaders want data. Ops teams need proof it works. HR wants to link it to retention and growth. To move training from a “nice to have” to a proven business driver, you need metrics that tell the full story.

Here are some helpful ways to connect the dots between training and business outcomes:

## Key Metrics to Track Training ROI

Operational Impact		
Metric	What It Measures	Why It Matters
Unplanned Downtime	Lost production or service hours due to avoidable equipment issues	Increases uptime and improves equipment reliability
Work Order Accuracy	How often technicians complete jobs right the first time	Reduces rework, callbacks, and premature equipment wear
Mean Time to Repair (MTTR)	Average time it takes to fix equipment once a problem is identified	Speeds up resolution and restores systems faster
Safety Incidents	Number of reported safety events before/after training	Reduces injuries and improves compliance with regulations

Engagement and Retention		
Metric	What It Measures	Why It Matters
Training Completion Rates	Percentage of training completed by team	Reflects workforce engagement and initiative
Retention/Turnover	How long employees stay after receiving training	Decreases hiring and onboarding costs and protects the knowledge base
Certification/Skill Progression	Number of employees earning credentials or progressing in skill pathways	Builds internal mobility and supports succession planning



Financial and Leadership Metrics

Metric	What It Measures	Why It Matters
Time to Productivity	Time it takes for new hires to perform work independently	Accelerates ramp-up and shortens payback period
Supervisor Time Spent Training	Hours senior techs/supervisors spend onboarding or retraining others	Reclaims expert time and reduces knowledge drain

Where Training Meets ROI

Once you’re tracking the right metrics, the next step is tying them to financial outcomes. One way to do that is with a simple ROI formula:

**FORMULA:**  
Training ROI =  
(Training Benefit – Training Cost)  
÷  
Training Cost × 100

Example: Reduced Downtime

If training reduces downtime by 6 hours per month at \$2,000 per hour, that’s \$12,000 in monthly savings, or \$144,000 annually. With a \$20,000 training investment, here’s how the ROI stacks up:

ROI =  
(\$144,000 – \$20,000) ÷ \$20,000 × 100 = 620%

*That’s a 6X return just from reducing downtime alone.*

What is a “Training Benefit”?

It’s the dollar value of improvements that training helped achieve, like fewer equipment failures, faster onboarding, or lower turnover.

**Interested in Calculating your Team’s Potential Training ROI?**  
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