



Indicator 1



100%

SGR practices are used to review/evaluate every initiative

Indicator 2



100%

Strategic priority projects and initiatives follow project management processes

Indicator 3



of days:
NS grad: 0.5
CFTA: 3.5
IEN: 4

Average time to approve and process a registration request: NS grad, CFTA, IEN (non-DIRL)

Indicator 4



100%

Projects/initiatives are assessed through the risk management framework

Indicator 5



90%

Response time to Live-Chat inquiries

Indicator 6



progress to plan

Committed to continuous education in diversity & inclusion through the NSCN road map

Indicator 7



1.6 days

Average days for receipt of complaint to be acknowledged

Indicator 8



4 days

Average days to submit decision to Complainant and Respondent once the Committee render decision

Indicator 9



progress to plan

Monthly financial reviews demonstrate responsible stewardship of its financial resources