























© Financial Services Authority 2007 Measuring regulatory outcomes

	Consumers receive and use clear, simple and relevant information from the industry and from us	
	Consumers are capable and confident in exercising responsibility when dealing with the financial services industry	
	Financial services firms treat their customers fairly and so help them to meet their needs	
	Firms are financially sound and well managed	
Promote efficient, orderly and fair markets	Firms and other stakeholders understand their respective responsibilities and mitigate risks relating to financial crime and arising from market conduct	
	Financial markets are efficient, resilient and internationally attractive	
7	The FSA is professional, fair, efficient and easy to do business with	
Improve our business capability and effectiveness	The FSA is effective in identifying and managing risks to our statutory objectives	
	The costs and benefits of regulation are proportionate	
		3 Financial services firms treat their customers fairly and so help them to meet their needs 4 Firms are financially sound and well managed 5 Firms and other stakeholders understand their respective responsibilities and mitigate risks relating to financial crime and arising from market conduct 6 Financial markets are efficient, resilient and internationally attractive 7 The FSA is professional, fair, efficient and easy to do business with 8 The FSA is effective in identifying and managing risks to our statutory objectives