* **Business performance indicators**

1-Revenue growth

2-Profit margin

3-Client retention rate

4-Customer satisfaction

* **Performance indicators for after-sales service**

1. Customer Survey Score
2. Complaining Customers to Total Customers
3. Value of Cross Selling Deals

* **Performance indicators for project management**

1-Changes in team structure

2-Timing

3-Quality

* **Administrative and financial performance indicators**
  1. Gross Profit Margin
  2. Budget-to-actual performance
  3. Accounting costs
* **Performance indicators for human resources**
  1. Training Costs
  2. Overtime Hours
  3. ABSENTEEISM RATE
  4. EMPLOYEE PRODUCTIVITY
* **Performance indicators for e-commerce**
  1. Average Order Value
  2. Customer Lifetime Value
  3. Cost of Goods Sold
* **Performance indicators for subscriptions**
  1. Monthly recurring revenue
  2. Customer Lifetime Value
* **Performance indicators for the operation**
  1. Employee Turnover Rate
  2. Processes and Procedures Developed
  3. Customer Complaints