|  |  |
| --- | --- |
| **KPI** | **Timing/Frequency (of Data Collection/Retrieval)** |
| Employee Churn Rate | Monthly |
| Employee Satisfaction Index | Monthly |
| OFCT | Monthly |
| FPY | Monthly |
| Quality Index | Monthly |
| Customer Satisfaction Index | Monthly |
| Customer Complaints | Monthly |
| Revenue Growth Rate | Monthly |
| Operating Profit Margin | Monthly |
| Net Profit | Monthly |
| Average Employee Tenure | Semi-annual |
| Customer Profitability Score | Quarterly |