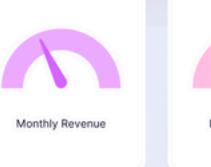
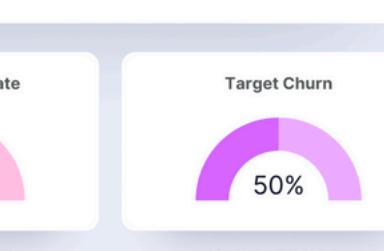


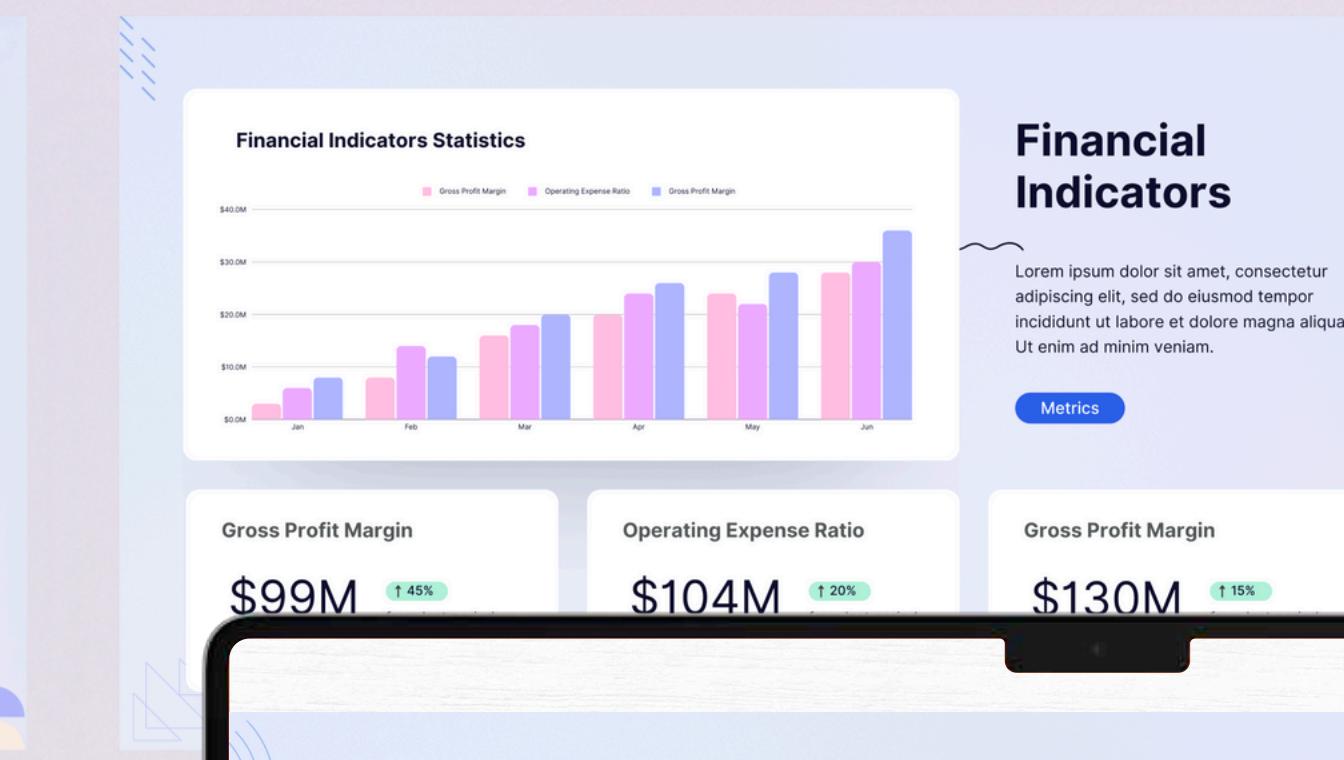
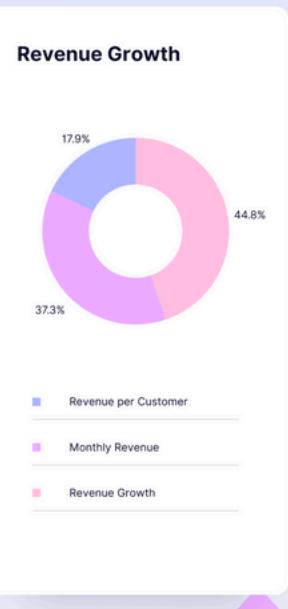
Metrics



Customer Satisfaction



Data Visualizations



Financial Indicators

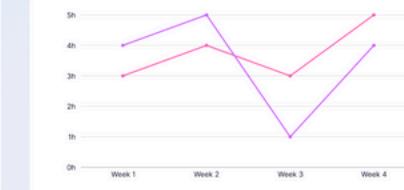
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Metrics



Operational Indicators

Average Customer Response Time



Operational Indicators



Employee Performance Indicators

Average Customer Response Time

Week

1 Hour
2 Hour
3 Hour
+3 Hour

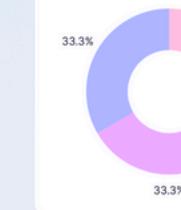


Training Completion



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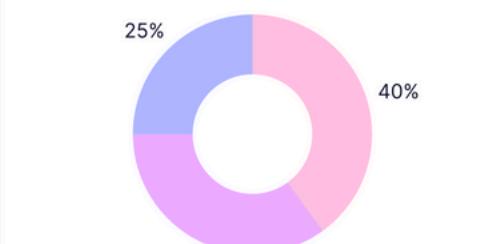
Employee Engagement Score



Goals



Revenue Growth



Revenue Growth



Larana Inc.



MONTHLY KPI REVIEW

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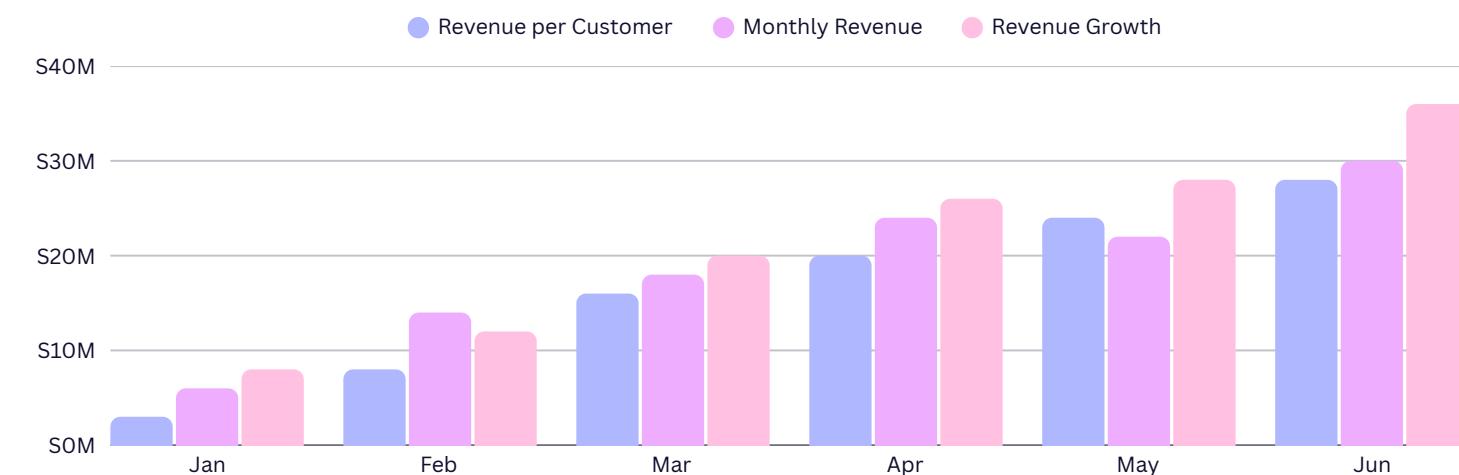
Presented By: Claudia Alves

Key Metrics

Employee Productivity



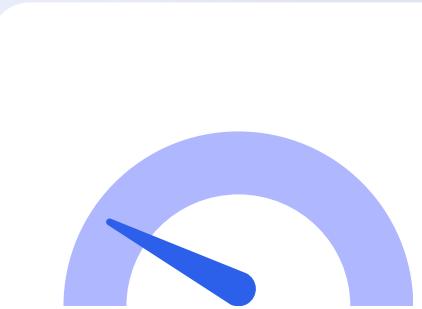
Revenue Growth



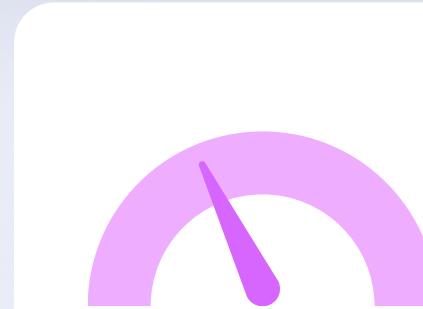
Net Promoter Score

70/100

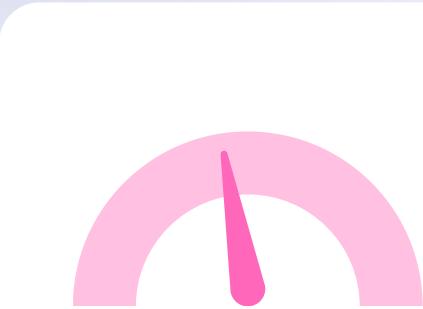
Last 6 Month



Revenue per Customer

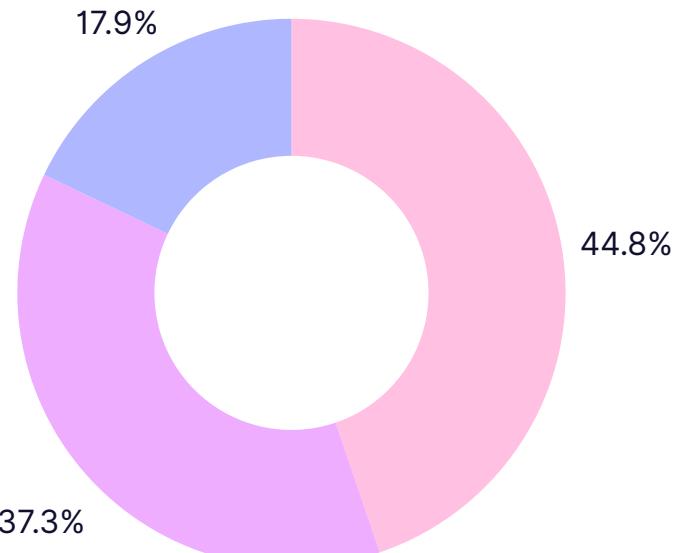


Monthly Revenue



Revenue Growth

Revenue Growth



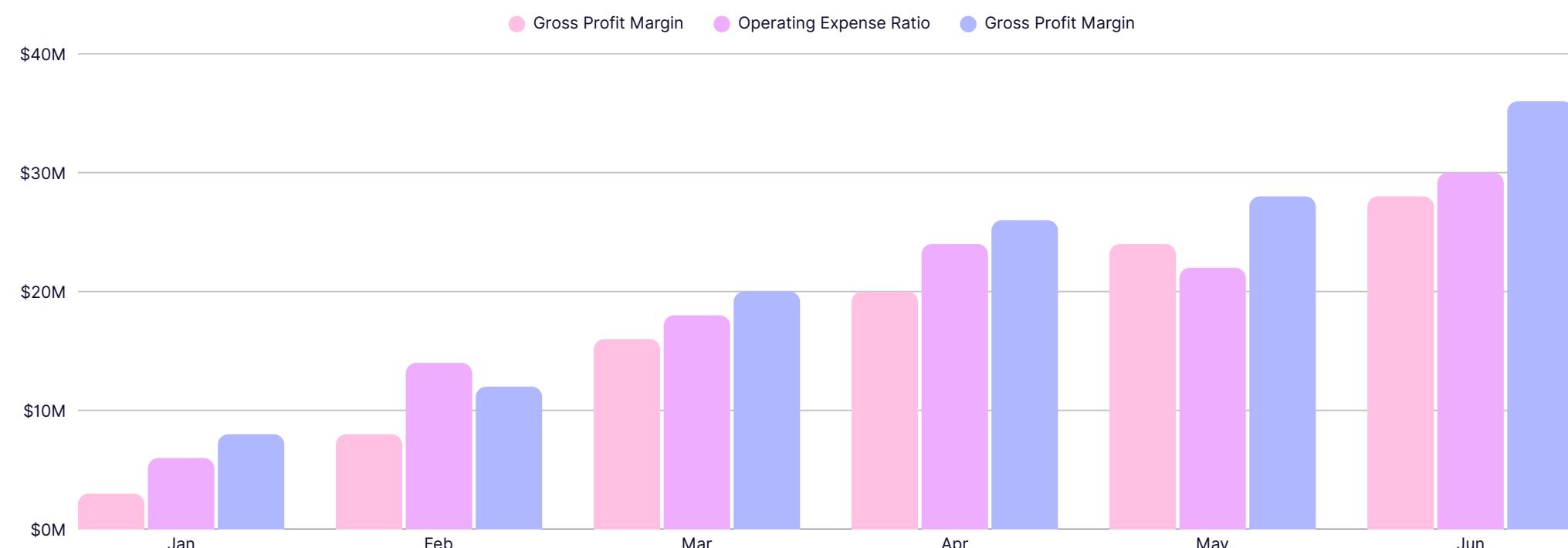
Revenue per Customer

Monthly Revenue

Revenue Growth

Financial Indicators

Financial Indicators Statistics



Metrics

Gross Profit Margin

\$99M

↑ 45%
from last period

Operating Expense Ratio

\$104M

↑ 20%
from last period

\$130M

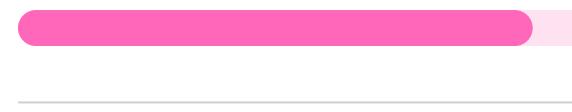
↑ 15%
from last period

Operational Indicators

Last Month

🚚 92%

On-Time Delivery Rate



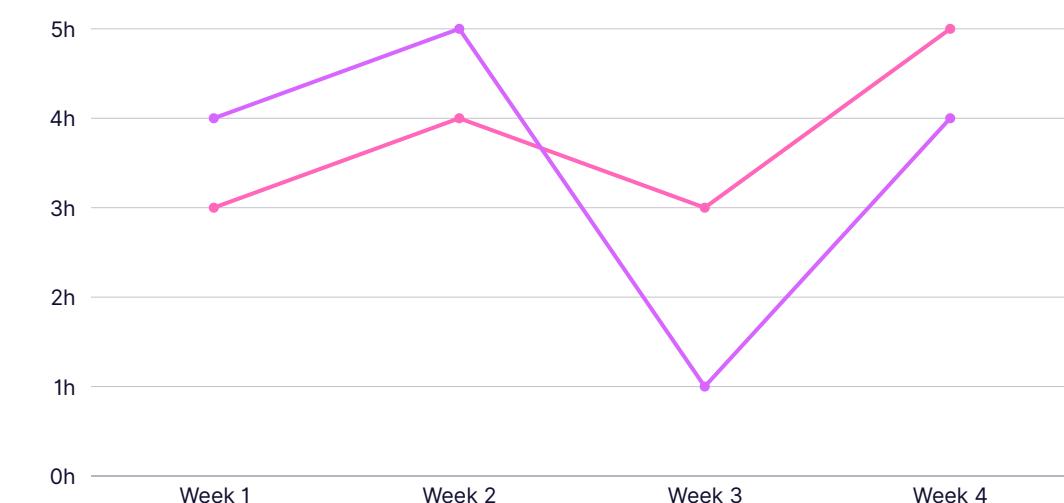
This Month

🚚 95%

On-Time Delivery Rate



Average Customer Response Time

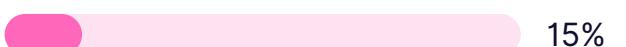


Last Month

This Month

Average Customer Response Time

⌚ 1 Hour



⌚ 2 Hour



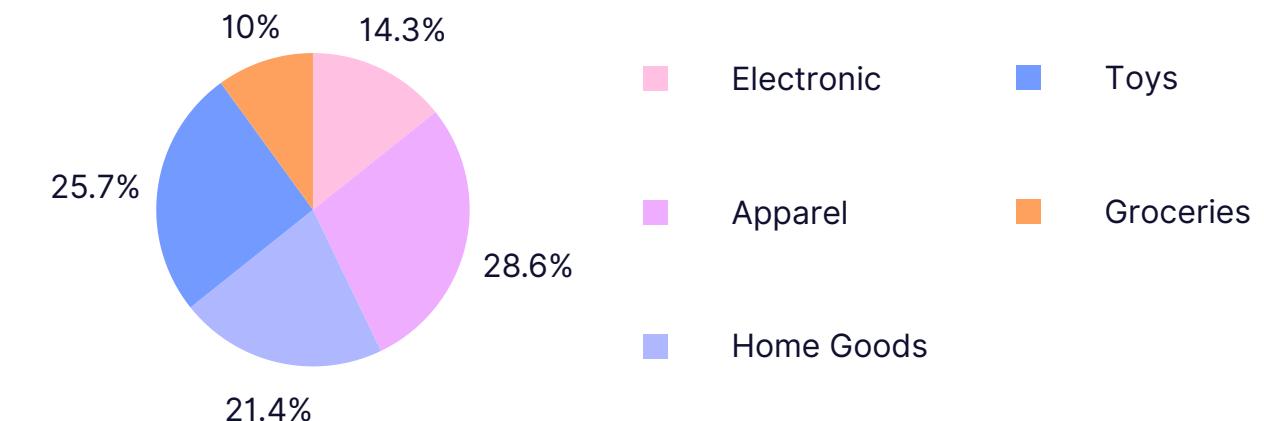
⌚ 3 Hour



⌚ +3 Hour

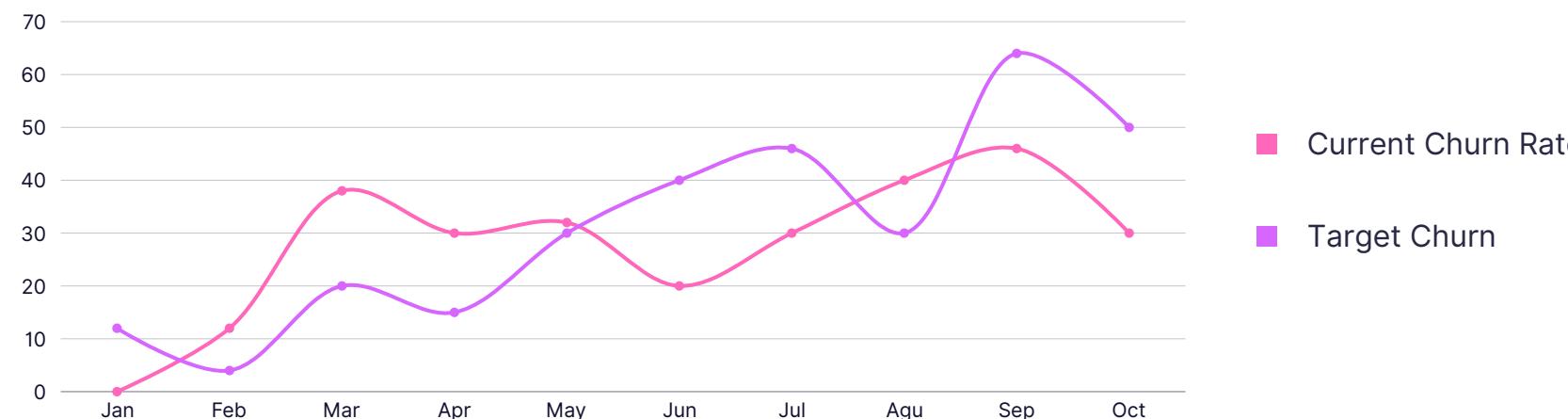


Inventory Turnover

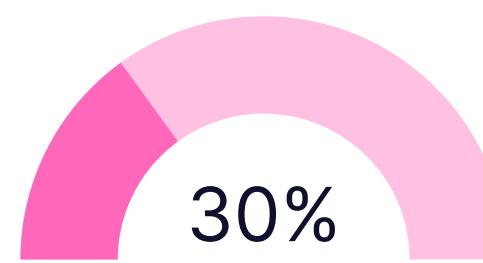


Customer Satisfaction Indicators

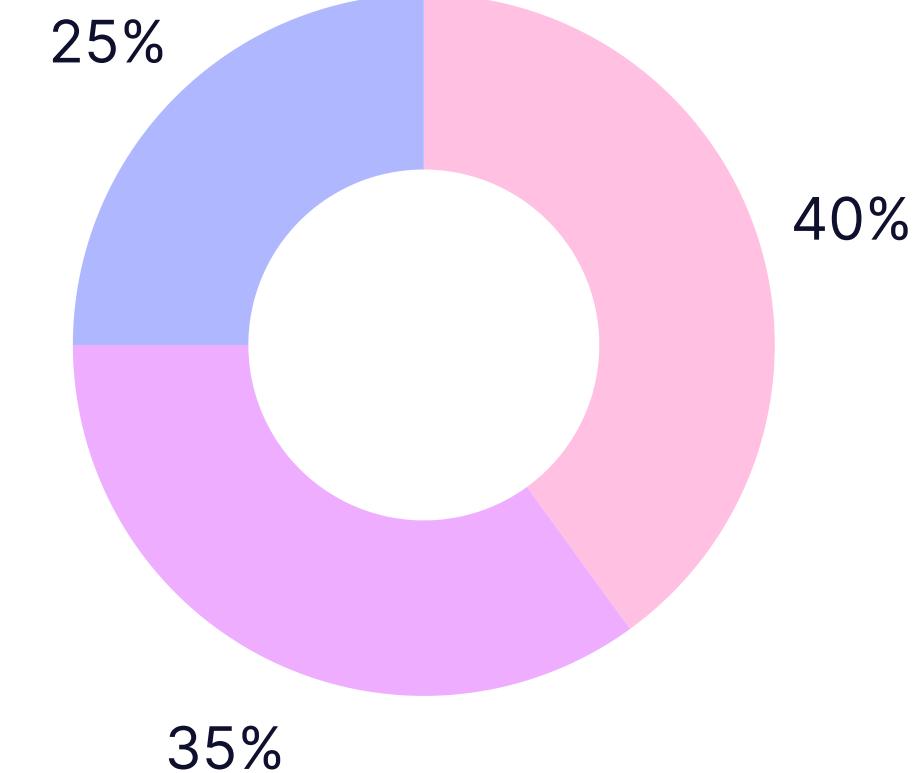
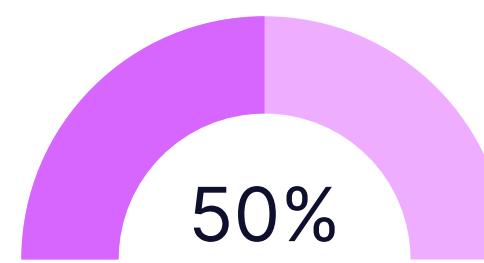
Churn Rate



Current Churn Rate



Target Churn

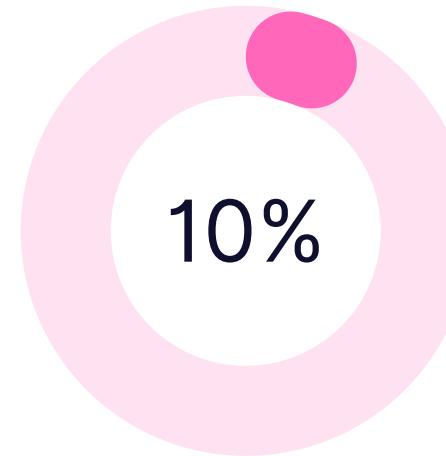


Product Inventory Turnover

- Popular Products
- Medium Product
- Slow Product

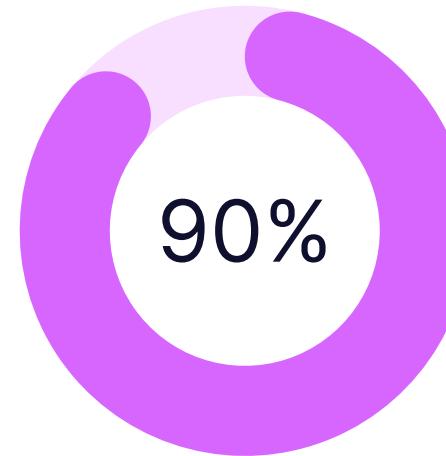
Employee Performance Indicators

Absenteeism Rate



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Training Completion



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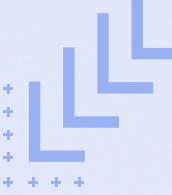
Employee Engagement Score

Net Promoter Score

80/100

Last 6 Month



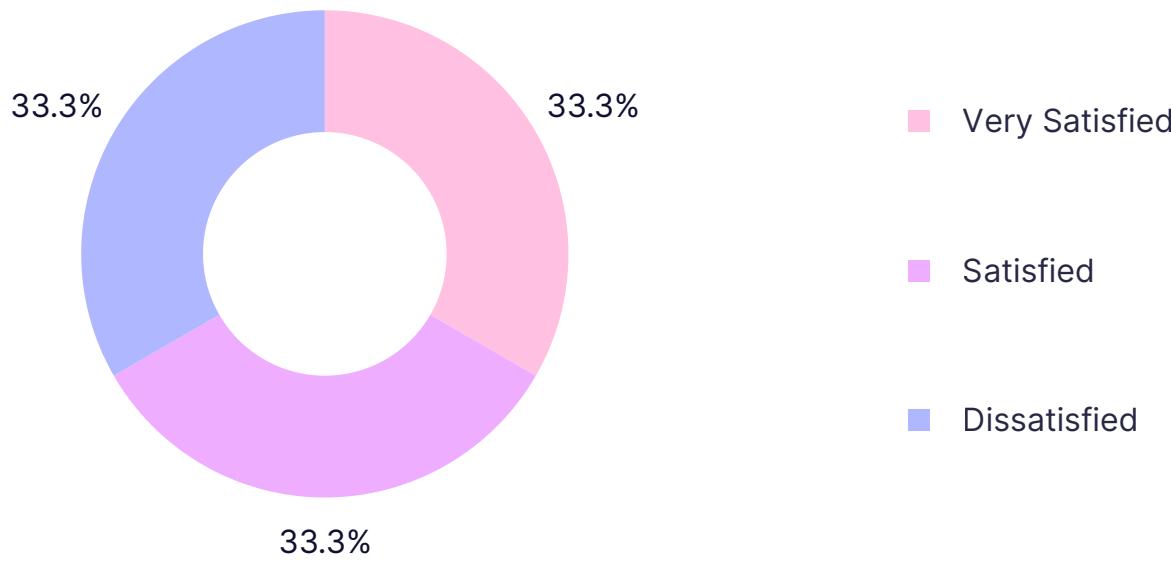


Data Visualizations

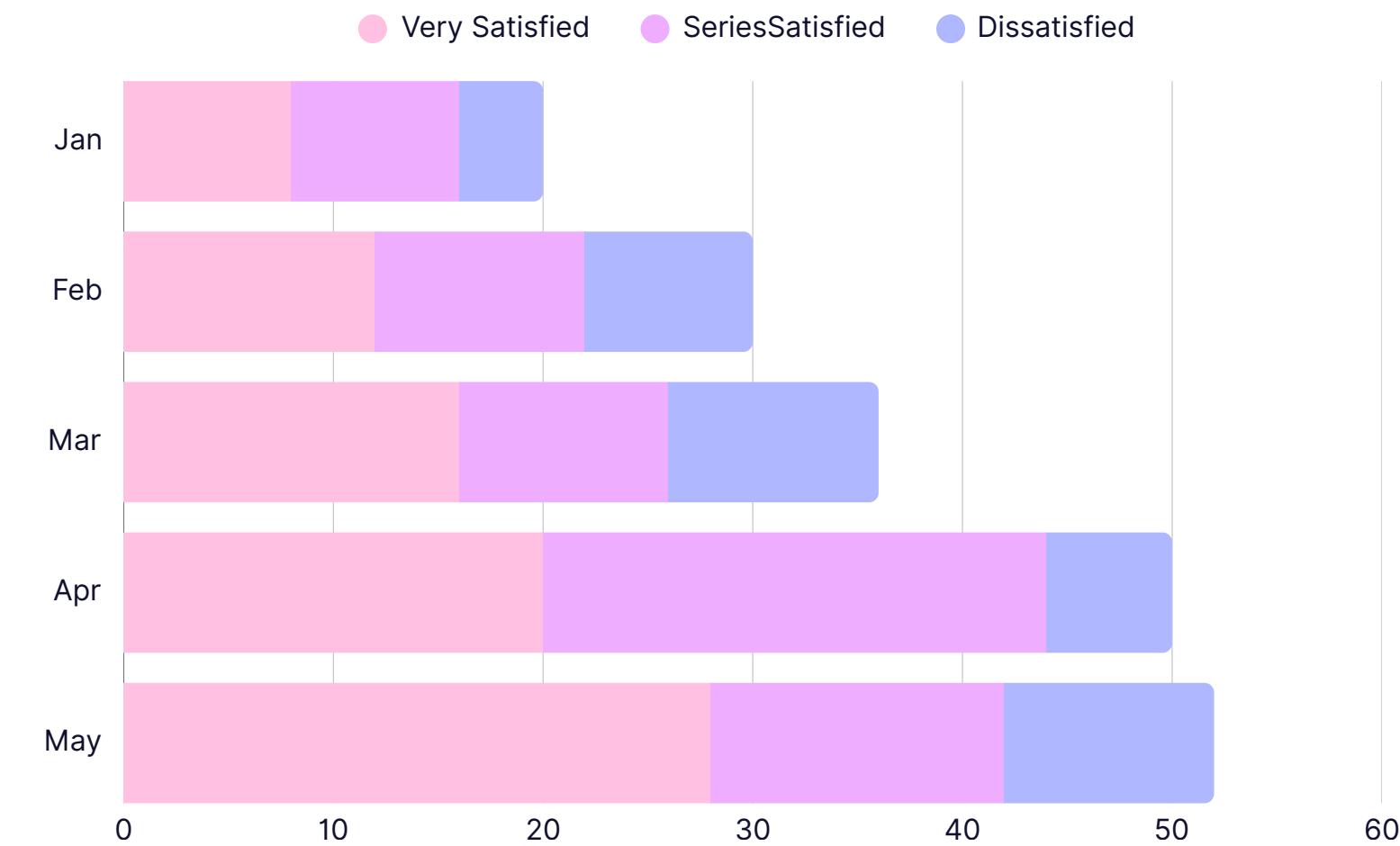
Revenue Growth



Customer Satisfaction



Employee Engagement Score



Trends and Insights



January

\$120M ↑ 10%

from last period



February

\$80M ↑ -33%

from last period



March

\$120M ↑ 50%

from last period



April

\$80M ↑ -33%

from last period

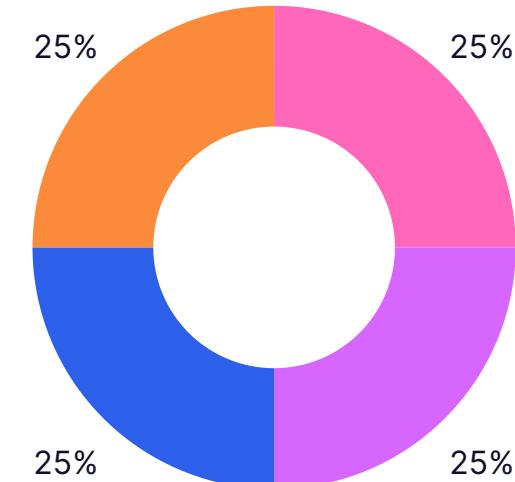


Revenue Growth



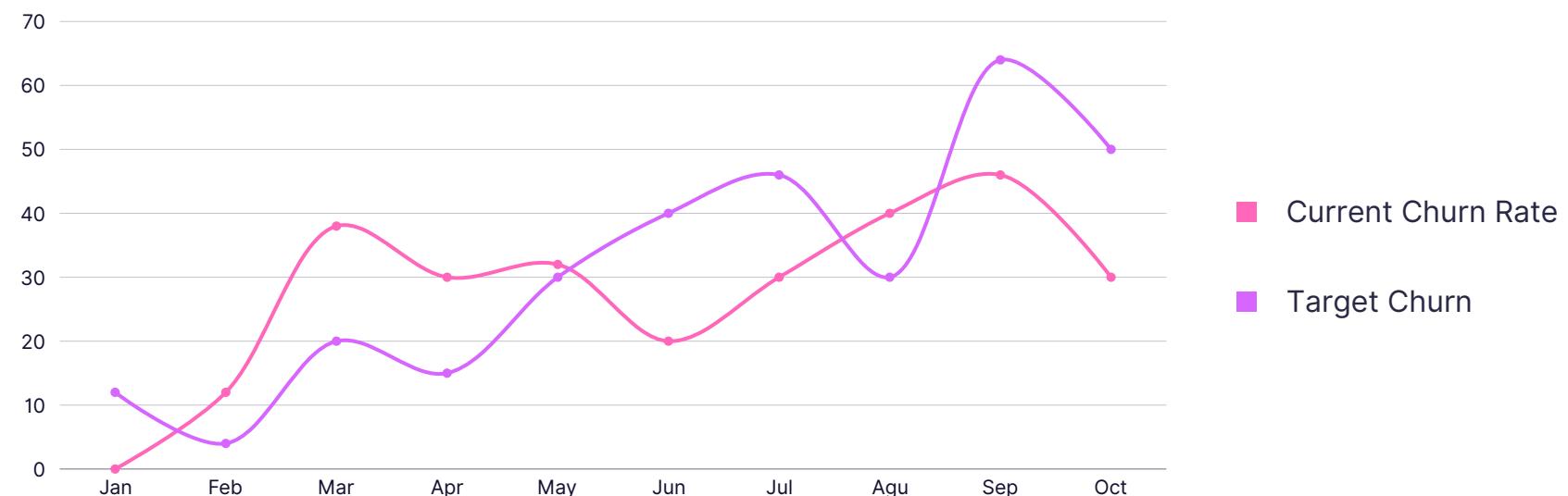
Customer Satisfaction

- Very Satisfied (Pink)
- Satisfied (Purple)
- Dissatisfied (Blue)
- Dissatisfied (Orange)

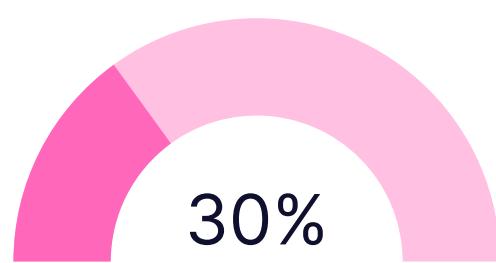


Performance Alerts

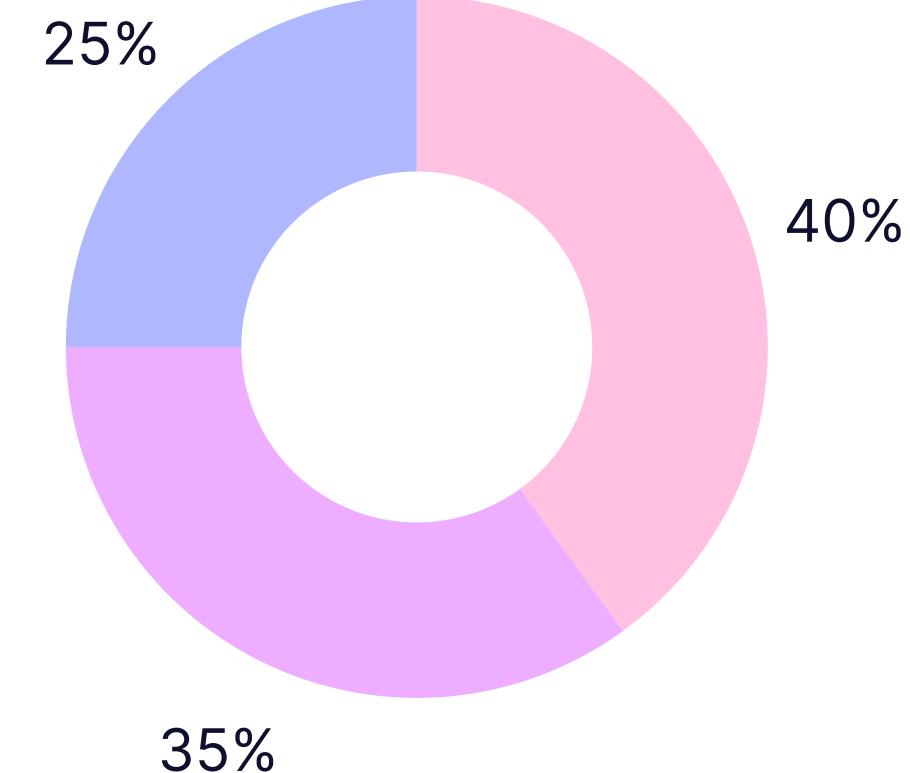
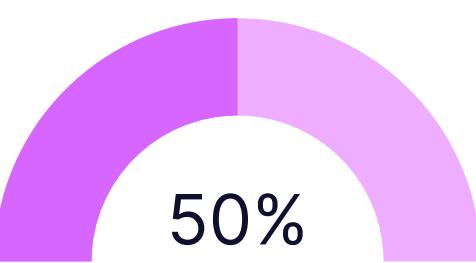
Churn Rate



Current Churn Rate



Target Churn



Product Inventory Turnover

Popular Products

Medium Product

Slow Product

Goals and Targets

Current Revenue

\$150M ↑ 6%

from last period



Target

\$110M ↑ 6%

from last period



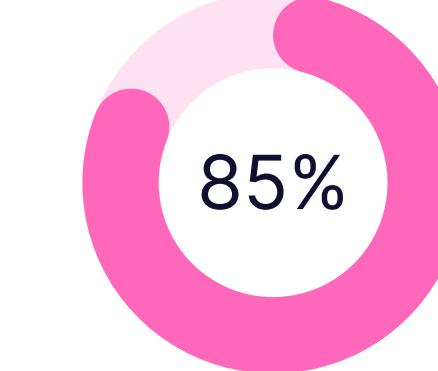
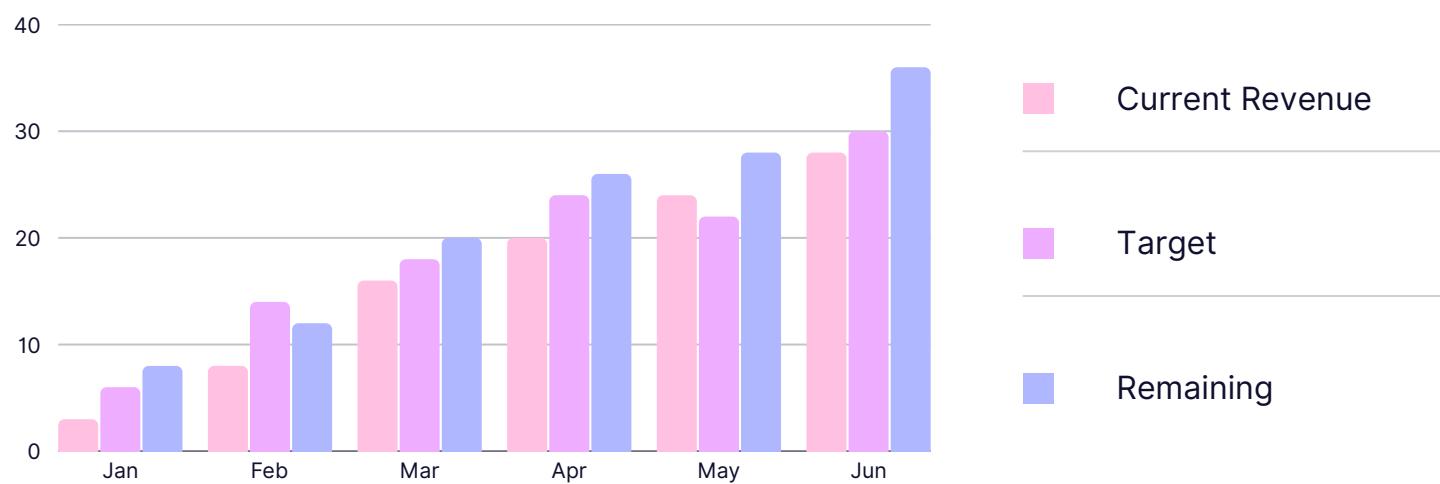
Remaining

\$80M ↑ 6%

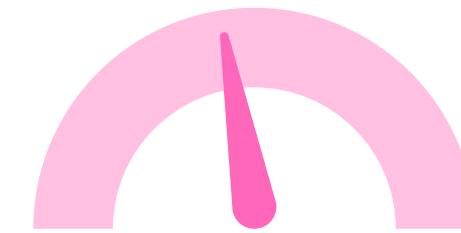
from last period



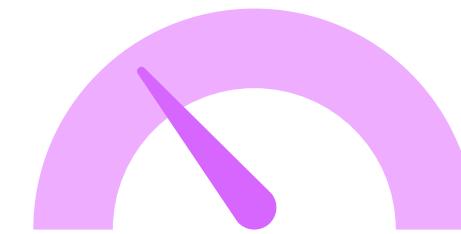
Revenue Growth Target



Employee Engagement
Target



Current Revenue



Target



Remaining



Recommendations



Improving Customer Retention

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Enhancing Employee Productivity

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Cost Reduction Strategy

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