The RPM Guide to Staff Performance Reports
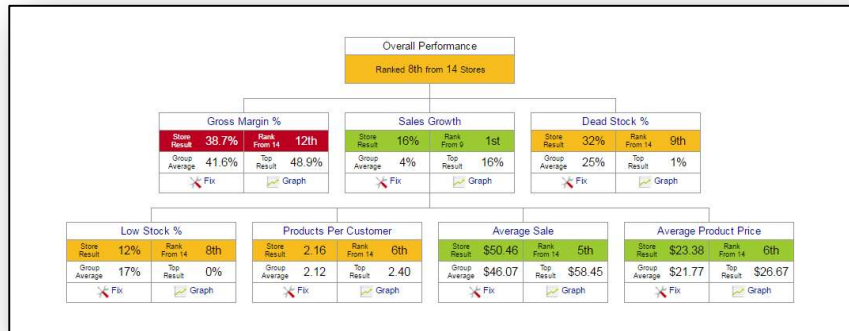
You can use RPM Staff reports to set goals and monitor progress for the following KPIs:
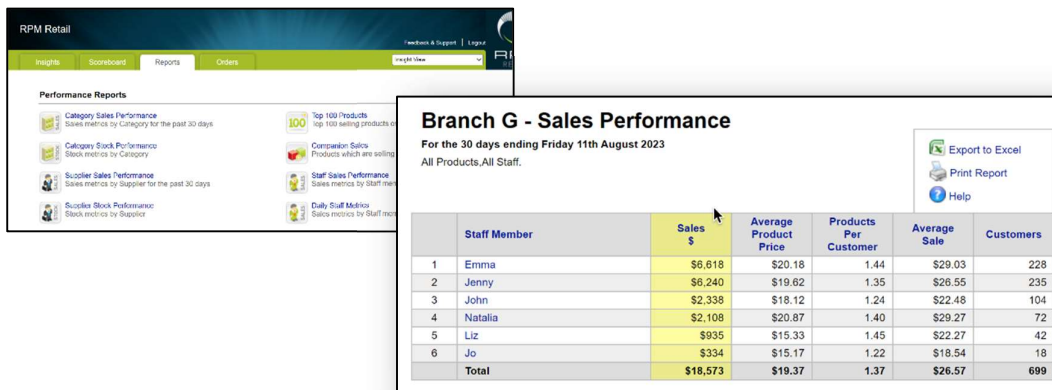
Products Per Customer	Number of different products in a single sale to a customer
Average Price	The value of each different product in a single sale to a customer
Average Sale	The total value spent by your average customer

1. The RPM Scoreboard – Products Per Customer - Fix Wizard

- Click Fix below the Products Per Customer – you will see some Companion Items that can be sold together.
- Click Next - You will see some common 2-product combos that your pharmacy could sell more of.
- Click Next - you will see a List of your Staff who have a <u>PPC that is BELOW</u> the Store Average.

2. Staff Sales Performance – Last 30 Days

- The Staff Sales Performance report contains the key numbers for Staff Retail Sales for the past 30 days.
- Click on a column heading (e.g. Products per Customer) to rank the report – then Click Print.

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3. RPM Key Report – Daily Staff Metrics:

- If you don't monitor and share the retail sales results with your team – they will assume that they are not important.
- We make it easy for you to get a snapshot of the Key Performance indicators for each staff member for any date range – and we recommend that you use this daily or weekly to monitor retail performance.

Staff Performance - Metrics for Selected Staff Members
Average Sale for the Period of 1-Aug-2018 to 10-Aug-2018
Store Filter = Branch A.

	Staff Member	Average Sale	Customers	Products Per Customer	Sales $ (incl GST)
1	Danielle - Branch A	$25.57	46	1.39	$1,176.34
2	Kahira - Branch A	$22.70	21	1.43	$476.66
3	Kymberley - Branch A	$30.62	27	1.30	$826.63
4	Ruth - Branch A	$28.51	84	1.38	$2,395.24
	Total	$27.39	178	1.38	$4,874.87

- Go to : RPM / Reports / Performance Reports / **Daily Staff Metrics**
- Enter the date range you want (e.g. Monday 5th Aug to Sunday 11th Aug) and View Report
- We recommend that you Rank the Report by Products Per Customer – by clicking on this column heading:

Staff Performance - Metrics for Selected Staff Members
Average Sale for the Period of 31-Jul-2023 to 6-Aug-2023
Store Filter = Branch G.

	Staff Member	Average Sale	Customers	Products Per Customer	Sales $ (incl GST)
1	Natalia - Branch G	$42.60	16	1.50	$681.55
2	Jenny - Branch G	$26.46	78	1.35	$2,063.92
3	Emma - Branch G	$27.29	60	1.30	$1,637.20
4	Liz - Branch G	$26.35	11	1.18	$289.87
5	John - Branch G	$21.99	18	1.11	$395.80
	Total	$27.70	183	1.31	$5,068.34

- Print this report every week – highlight the staff members who have achieved a great Average Sale or PPC – and let everyone know their score!

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