

KPI report tool

The definitions



KPI reporting tool

The KPI reporting tool can be found at <https://kpihighfive.azurewebsites.net> .

Logging in works with your Microsoft 365 account:

- a. via Single Sign On on High Five Managed computers.
- b. via an InPrivate browser session on all other computers.

In most cases 2 factor authentication is needed.

KPI selector

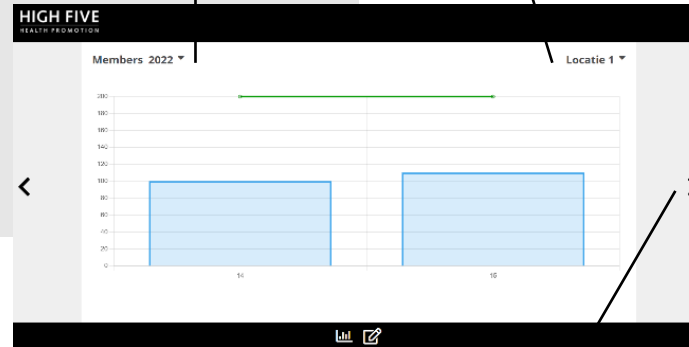
In the upper left corner you'll find the KPI selector. To change from one KPI to another for review.

Members 2022 ▾

Locatie 1 ▾

Site selector

In the upper right corner you'll find the Site selector. To change between locations if you manage multiple sites.



Edit or view KPI's

At the bottom of the page below the graph you'll find the edit and view button. To change from the review screen to the edit screen



Year or Month selector

At both sides of the graph you'll find the year or month selector. To switch between periods

Edit screen

There are weekly KPI's and monthly KPI's. You can switch between them by clicking Week or Month. Clicking the arrow symbol will bring you to the next or former month. While browsing the data will be stored in the database. Always click the green save button after entering data. This prevents data loss when the system would automatically log you off due to a longer period of inactivity.

Values can be changed until you fix them by clicking Agreed, which can be found at the bottom of each form page.

HIGH FIVE
HEALTH PROMOTION

KPI's invullen voor week 17 2022 Locatie 1 ▾

Gyms

Members	Goal
<input type="text"/>	<input type="text"/>
Subscriptions	<input type="text"/>
<input type="text"/>	<input type="text"/>
Cancellations received	<input type="text"/>
<input type="text"/>	<input type="text"/>
Memberships end-dated	<input type="text"/>
<input type="text"/>	<input type="text"/>
Prospects	<input type="text"/>
<input type="text"/>	<input type="text"/>

Visits

Tours (for prospects)	<input type="text"/>
<input type="text"/>	<input type="text"/>
Assessment 1st	<input type="text"/>
<input type="text"/>	<input type="text"/>
Assessment next	<input type="text"/>
<input type="text"/>	<input type="text"/>
Inductions	<input type="text"/>
<input type="text"/>	<input type="text"/>



Weekly KPI's

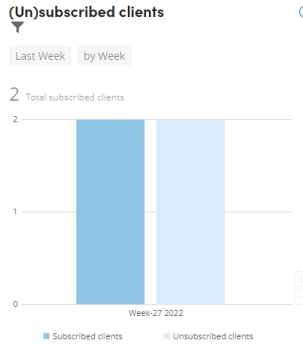
Gyms

Members

HFC: Go to Manage >> Business analytics in HFC check the number of Active clients in the company overview (filter Last week, by Week).

Subscriptions

HFC: Go to Manage >> Business analytics in HFC and check the number of subscribed and unsubscribed members for last week (filter last week, by Week).
Note the number of subscriptions.



Cancelations received

Excel: Count the number of received cancelations for this week. This figure can't be found in HFC. Use the KPI communication template to manage this.

Memberships end-dated

HFC: Go to Manage >> Business analytics in HFC and check the number of subscribed and unsubscribed members for last week (filter last week, by Week).
Note the number of unsubscribed clients. See subscriptions.

Prospects in HFC

HFC: Go to Manage >> Business analytics in HFC and check the number of clients per membership without a membership. Note the number of clients without a membership.



Visits



Tours

Excel: Count the number of Tours for last week. This figure can't be found in HFC. Use the KPI Excel template to manage this.

Assessments 1st

Excel: Count the number of first Assessments for last week. This figure can't be found in HFC. Use the KPI Excel template to manage this.

Assessments next

Excel: Count the number of next Assessments for last week. This figure can't be found in HFC. Use the KPI Excel template to manage this.

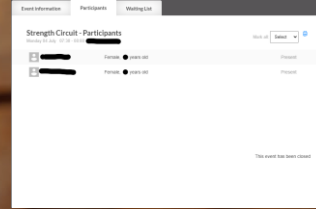
Inductions

Excel: Count the number of executed inductions for last week. This figure can't be found in HFC. Use the KPI Excel template to manage this

Visits

Group classes (live)

Excel: Count the total number of visits to live group classes for last week. The visits can found in Schedules. Using the class visit report will be helpfull.



Group classes (online)

Excel: Count the total number of visits to online group classes for last week. The visits can found in Schedules. You can also use the Week report excel. See group classes (live).

PT

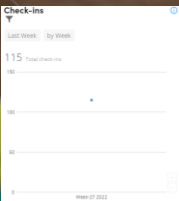
Excel: Count the total number of visits to PT sessions for last week. The visits can found in Schedules. You can also use the Week report excel. See group classes (live).

Active Breaks

Excel: Count the total number of visits to Active Breaks for last week. You can also use the Week report excel.

Total visits

HFC: Go to Manage >> Business analytics in HFC and check the number of check-ins (Filter Last week, by Week). You can also use the Week report excel. Note the number of Total check-ins.



Offer

Fitness (hours)

Excel: Calculate the opening hours (not the staffed hours). You can also use the Week report excel.

Live group classes (#)

Excel: Count the number of Live group classes. You can also use the Week report excel

Online group classes (#)

Excel: Count the number of online group classes. You can also use the Week report excel.

Personal training (sessions)

Excel: Count the number of PT sessions. You can also use the Week report excel

Physiotherapy



Treatments (live)

Fysiomanager/Theorg: Receive the number of live treatments in the EPD from the Physiotherapist. You can also use the Week report excel

Treatments (online)

Fysiomanager/Theorg: Receive the number of online treatments in the EPD from the Physiotherapist. You can also use report excel

Treatmentst (hours)

Receive the number of Physiotherapy hours from the Physiotherapist. You can also use the Week report excel.

Dietician

Treatments (live)

Fysiomanager: Receive the number of live treatments from the Dietician. You can also use the Week report excel.

Treatments (online)

Fysiomanager: Receive the number of online treatments from the Dietician. You can also use report excel.

Treatmenst (hours)

Receive the number from the Dietician. You can also use the Week report excel.



Massage



Chair clients

Excel: Receive the number of chair massage clients hours from the massage therapist. You can also use the Week report excel

Chair sessions

Excel: Receive the number of chair massage session hours from the massage therapist. You can also use the Week report excel

Regular clients

Excel: Receive the number of regular massage clients hours from the massage therapist. You can also use the Week report excel

Regular sessions

Excel: Receive the number of regular massage session hours from the massage therapist. You can also use the Week report excel

Lifestyle coaching

A man and a woman are sitting at a round wooden table in a bright, modern cafe. The man, wearing a dark blue hoodie, is looking at a laptop. The woman, wearing a plaid blazer, is also looking at the laptop. The background shows large windows with a view of a city street and some indoor plants.

Treatments (live)

Receive the number of live treatments from the Lifestyle coach. You can also use the Week report excel

Treatments (online)

Receive the number of online treatments from the Lifestyle coach. You can also use report excel

Treatmentst (hours)

Receive the number from the Lifestyle coach. You can also use the Week report excel.

Workshops / Seminars / Webinars

A woman with long dark hair and glasses, wearing a white t-shirt and blue jeans, stands in the center of a meeting room, pointing towards a whiteboard covered in colorful sticky notes. She is addressing a group of people seated around a white table. The participants, including a man with a beard and a woman in a yellow plaid shirt, are looking towards her. The room has large windows on the left and a modern, professional atmosphere.

Number

Excel: Collect the number of workshops/seminars/webinars. You can also use the [Week report excel](#).

Participants

Excel: Collect the number of participants in workshops/seminars/webinars. You can also use the [Week report excel](#).



Monthly KPI's

Gyms

Retention

HFC: Go to Manage >> Dashboard in HFC check retention dashboard (filter Last month). At the moment these figures seem incorrect. We'll need to ask Virtuagym to give an explanation regarding their calculation.

Visits

NPS Fitness users Check the NPS score from the MSS-short survey results

NPS live group class users Check the NPS score from the MSS-short survey results

NPS online group class users Check the NPS score from the MSS-short survey results

NPS PT Check the NPS score from the MSS-short survey results



Physiotherapy



Phys. clients

Receive the number of physiotherapy clients in treatment from the physiotherapist

Phys. finished Trajectories

Receive the number of physiotherapy clients that finished their trajectory in the last month from the physiotherapist

Physio NPS Score

Check the NPS score from Kwalify

Dietician

Diet. Clients

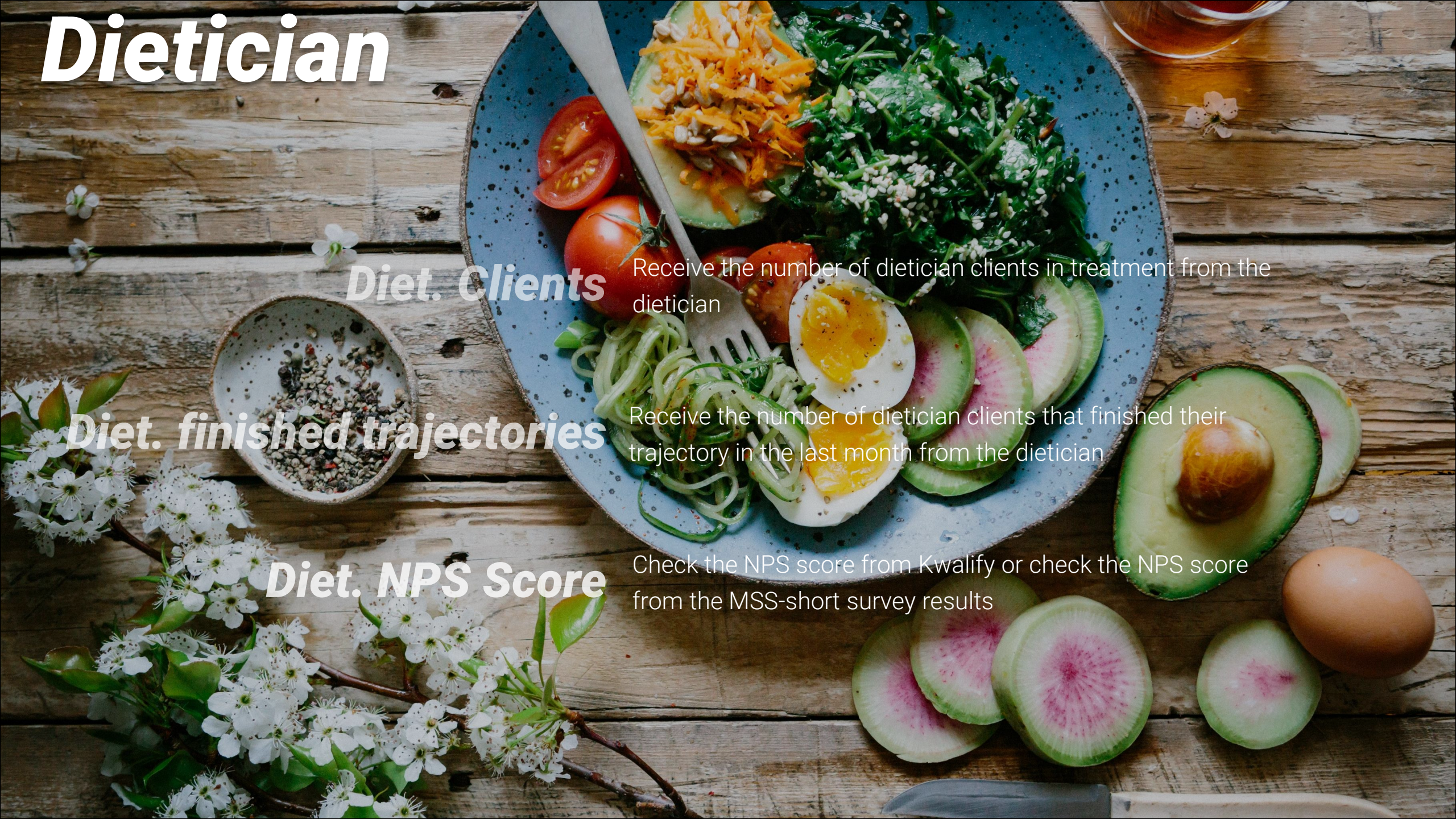
Receive the number of dietician clients in treatment from the dietician

Diet. finished trajectories

Receive the number of dietician clients that finished their trajectory in the last month from the dietician

Diet. NPS Score

Check the NPS score from Kwalify or check the NPS score from the MSS-short survey results



Massage

A person in a purple shirt is performing a massage on a person's leg. The person being massaged is lying on a white surface, and their leg is extended. The background is a plain, light-colored wall.

Chair treatmentst (hours)

Count the number of chair massage hours

Chair massage NPS score

Check the NPS score from the MSS-short survey results

Regular treatments (hours)

Count the number of regular massage hours

Regular massage NPS score

Check the NPS score from the MSS-short survey results

Lifestyle coaching



Clients

Receive the number of lifestyle coaching clients in treatment from the lifestyle coach

Lifes. Finished trajectories

Receive the number of lifestyle clients that finished their trajectory in the last month from the lifestyle coach

Lifes. NPS Score (month)

Check the NPS score from Kwalify or check the NPS score from the MSS-short survey results

Workshops / Seminars / Webinars

A woman with long dark hair and glasses, wearing a white t-shirt and blue jeans, stands in the center of a meeting room. She is pointing towards a whiteboard covered in numerous colorful sticky notes (pink, yellow, and orange). Several people are seated around a white table in the foreground, looking towards her. There are laptops, notebooks, and pens on the table. The room has large windows on the left and a white brick wall.

NPS Score

Check the NPS score from the MSS-short survey results

A person in athletic wear is in a crouched starting position in a gym. The background shows a brick wall, large windows, and a wooden floor. The text is overlaid on the image.

Prospecting KPI's

Some sites started prospecting processes, collecting names, calling people, inviting them and trying to close a membership. For these sites we included "Prospecting" in the Week report Excel to be able to gather this data together with the KPI's. At this point these figures can't be uploaded in the KPI reporting tool.

Prospecting



New leads

number of new names collected this week as input for the prospecting funnel

Total leads

total number of names still in in the sales funnel that need to be called.

Calls

number of people on the call list that were contacted this period.

Appointments

number of appointments made based on the calls made this period.

Shows

number of shows on appointments made this period.

No-shows

number of no-shows on appointments made this period.

Memberships closed

number of new membership started based on the appointments made.