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
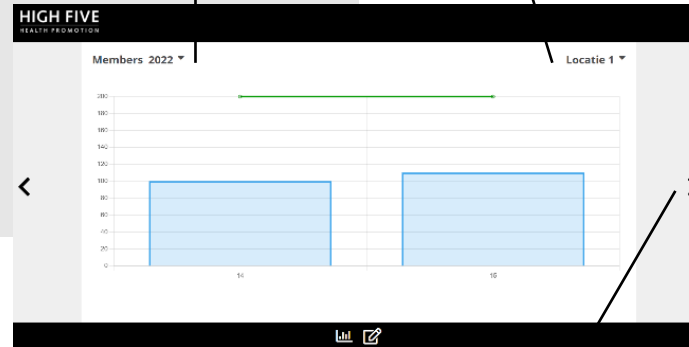needed.

KPI selector

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

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 an switch between them by clicking Week or Month. Clicking the arrow symbol will bring your 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.
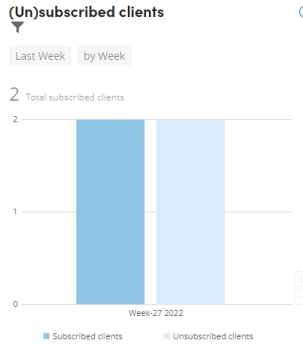
Weekly KPI's

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.
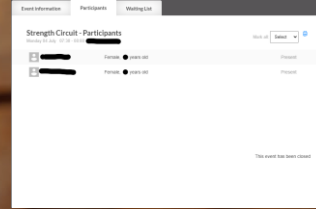
Inductions

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).
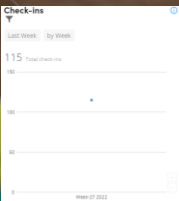
PT

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 inr he EPD from the Physiotherapist. You can also use report excel

Treatmenst (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 sessiosn 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

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

Treatmenst (hours)
Receive the number from the Lifestyle coach. You can also use the Week report excel.

Workshops / Seminars / Webinars

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 dashboad (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
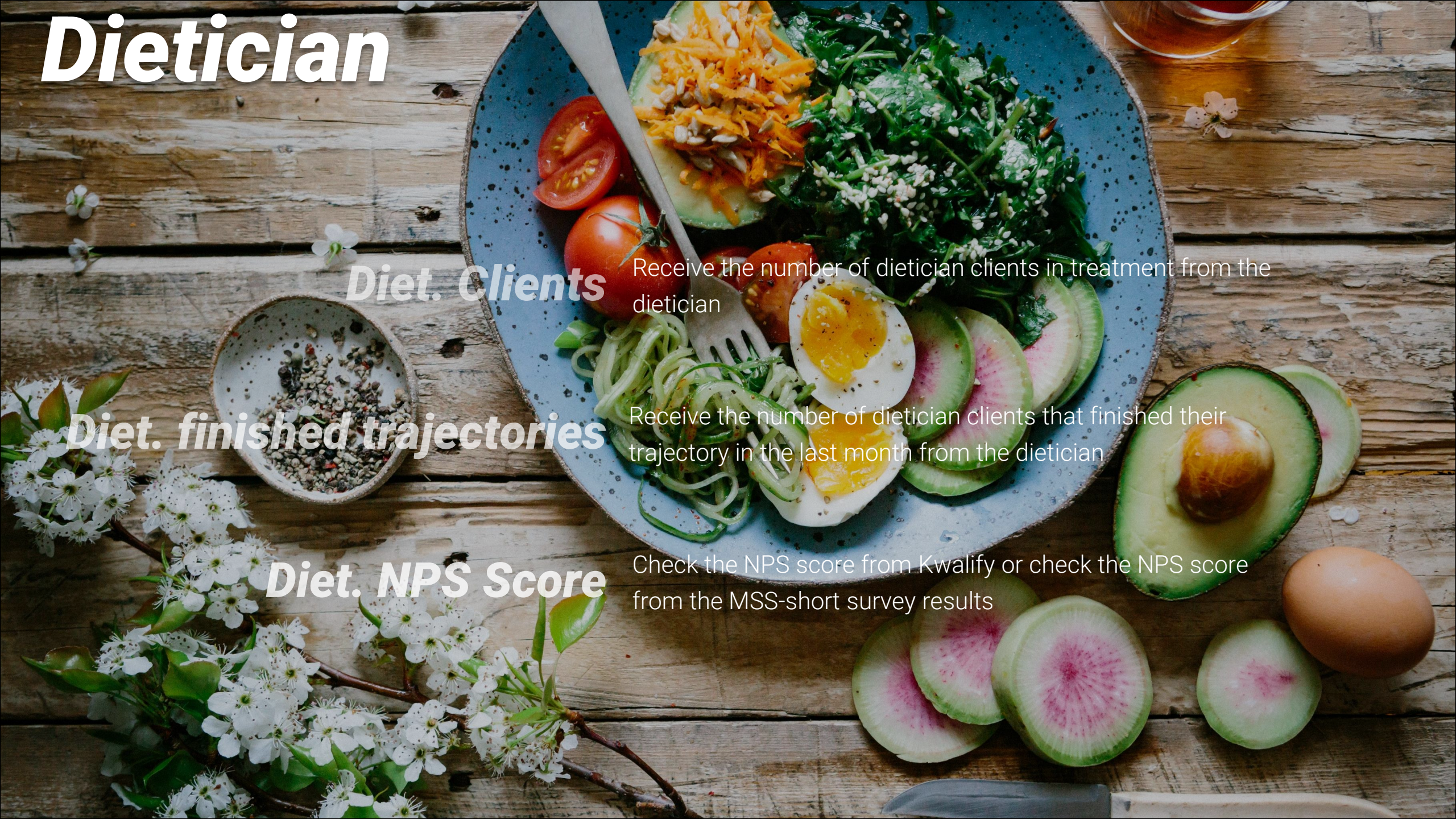
Dietician

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

Chair treatmenst (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

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

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.