

Performance tracking

The "O-Shop Performance Tracking" form is used to track your sales and report you mid-week and total-week sales. It must be filled out on Thursday for mid-week and on Monday for week-end.

At the beginning of the week fill in the "Fiscal month" with the month and the year. At the top of each column fill in the week ending dates (Saturdays) for each week in the fiscal month. Some months will have 4 weeks and some will have 5. Check your monthly goal sheet to find out which.

On the "Sales" line enter the sales for the week so far (mid-week) or the total sales for the week (week-end.) On the "Goal" line enter the total weeks goal for both the "Mid-Week" and "Week-End". Note; this is the only line where the total for the week will be entered in the "Mid-Week" column. On all other lines the "Mid-Week" column will be filled with the figures from Sunday through Wednesday. Calculate the "% Goal" by taking the sales divided by the goal X 100.

"Grid hours" are the normal hours that are supposed to be worked in your shop. Do not change them for weeks with holidays. "Regular hours" are the hours that have actually been worked at regular pay, do not include overtime hours for managers or part timers. "PTO" hours are for paid vacation or sick pay. "MOT / OT hours" are for overtime hours worked by the manager or part timers.

"Train/Other hours" are for all other paid time not covered previously. Add up all the hours (except "grid hours") and put the total in "Total hours."

"Refund \$" is the dollar value of the the shop's refunds. "Refund %" is the "\$ Refund" divided by the "Sales" X 100. If the weekly refund percentage is 1.5% or larger you must explain why when calling in your sales on Monday.

"# Miscuts" is the number of keys that have been miscut, NOT the dollar value of the miscut keys. "# Promo" is the number of promotional items that have been sold. "# Electronic" is the number of VATS or transponder keys you have sold that did not require that you have a programming device. "# Elect. w/MVP" are the number of transponder keys you sold only because you had a programming device. "# MVP Program" is the number of times you used the programming device. Note: the VATS decoder is not considered to be a programming device.