

# Benchmarking For Success

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Company name: \_\_\_\_\_

Contact person: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

County of headquarters location: \_\_\_\_\_

Throughput adjustment factor:   
(Obtain from Lodestar)

Business Focus:  RNC  AOR

Metric	Standard Value	Local Value	OK?
Productivity Ratio	\$137,000	\$	
Installation Sales per Installer	\$243,000	\$	
Service Sales per Truck	\$175,000	\$	
Sales per Comfort Consultant	\$1,204,000 (blend) \$1,657,000 (RNC) \$995,000 (AOR)	\$	
Staffing Ratio	1.5-2.5 (Service) 2.5-4.0 (AOR) 4.0-6.0 (RNC)		
Service Sales to Replacement Sales	25% to 50%	%	
Unbillable Time	<15%	%	
Callbacks	<2% Serv Labor	%	