



# KEY METRICS FOR **WORKFORCE** PERFORMANCE TRACKING

Tracking key performance metrics empowers businesses to monitor productivity to make informed decisions and implement strategies that drive growth and efficiency. This infographic highlights the essential metrics that organizations need to monitor to assess and enhance their workforce performance effectively.

## **PROFITABILITY**

Of course, revenue and cost numbers over time are key indicators of organizational and workforce performance. Identifying inefficiencies in the field or avoidable costs boosts profitability.

## **EMPLOYEE ENGAGEMENT**

Metrics like employee turnover rates and absenteeism help gauge the level of healthy company culture and offer insights into areas of opportunity to empower employees to do more.

## **OVERTIME**

Overtime costs and inefficiencies result in decreased morale for employees. Optimizing scheduling processes and workflows in the field can reduce the risk of overtime.

## **CUSTOMER SATISFACTION**

Reviews and feedback from customers are indicative of your workforce's performance in the field as well as your business's operational well-being.

## **DIGITAL INNOVATION**

Workforce management software platforms provide deeper insights into operations. Businesses embracing digital solutions position themselves for growth and success in the long term.

# ACTSOFT

## EMPOWERS ORGANIZATIONS

THROUGH ITS PERSONALIZED MOBILE WORKFORCE MANAGEMENT  
FEATURES TO HELP TRACK PERFORMANCE AND FOSTER SUCCESS.

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