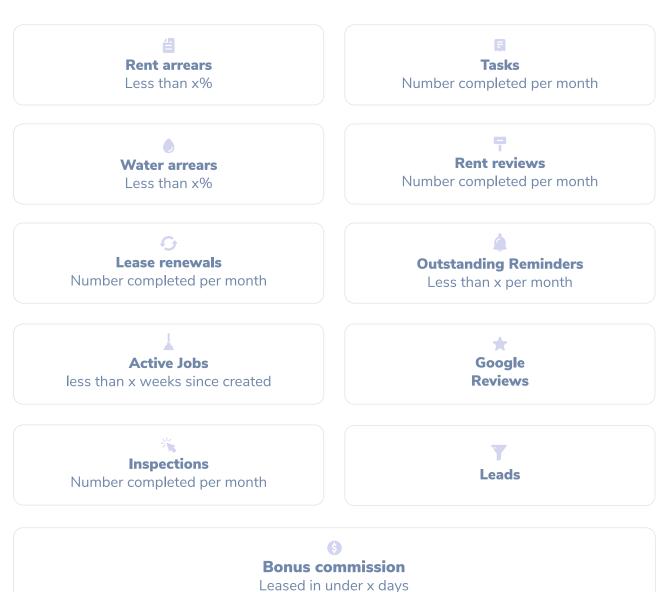


KPIS by Melanie Poole



"We are a service-based business. So we need to be rewarding for our customer service. I set 10 KPIs, they each pay a commission and then if they hit all 10, they also get a bonus on top of that. Plus I've got another bonus KPI on the side."



"Our team is now financially rewarded for maintaining consistent workflow, good procedures and quality service, resulting in more business growth and happier staff."

— Melanie Poole

