

Key Performance Indicators (KPIs) are essential metrics that help measure the effectiveness and success of a training and consultancy company like Black Reiver Consulting.

1. Client Satisfaction Index (CSI):

- Measure client satisfaction through surveys, feedback forms, and interviews.
- Aim for a CSI score of at least 90%, indicating high client satisfaction with the quality of services provided.

2. Consultancy Success Rate:

- Track the percentage of consultancy projects successfully completed within the agreed timeframe and budget.
- Aim for a success rate of 95% or higher, indicating effective project management and delivery.

3. Training Program Effectiveness:

- Assess the effectiveness of training programs by evaluating participants' learning outcomes and skills improvement.
- Measure improvements in participants' performance or capabilities post-training.
- Aim for an average improvement rate of 20% or more across all training programs.

4. Training Program Utilisation:

- Monitor the utilisation rate of training programs by tracking the number of participants enrolled in each program.
- Analyse trends in program popularity and adjust offerings accordingly to maximize utilisation.

5. Consultancy Project ROI (Return on Investment):

- Calculate the ROI for consultancy projects by comparing the project's benefits (e.g., cost savings, revenue generation) to its costs.
- Aim for a positive ROI, indicating that the benefits outweigh the costs of the consultancy project.

6. Employee Utilisation Rate:

- Measure the percentage of employee time allocated to billable client work (both training and consultancy).
- Aim for a utilization rate of 70% or higher to ensure efficient resource allocation and profitability.

7. Client Retention Rate:

- Track the percentage of clients who continue to engage Black Reiver Consulting for repeat business.
- Aim for a client retention rate of 85% or higher, indicating strong client relationships and satisfaction.

8. Training and Consultancy Revenue Growth:

- Monitor the growth of revenue from training and consultancy services over time.
- Set annual growth targets (e.g., 15% year-on-year) to drive business expansion and profitability.

9. Employee Satisfaction and Retention:

- Measure employee satisfaction through regular surveys or feedback mechanisms.
- Aim for a high employee satisfaction score (e.g., 80% or above) to retain top talent and foster a positive work environment.

10. Client Referral Rate:

- Track the percentage of new clients acquired through referrals from existing clients.
- Aim for a high referral rate, indicating strong client advocacy and satisfaction with Black Reiver Consulting's services.

By monitoring these KPIs regularly, Black Reiver Consulting can assess its performance, identify areas for improvement, and make data-driven decisions to enhance client satisfaction, operational efficiency, and overall business success.

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