



Operations Scoring Sample Data

Company Overview

MediTech Solutions is a healthcare technology company founded in 2016 that specializes in electronic health record (EHR) systems, patient engagement platforms, and healthcare analytics solutions for medical facilities. The company has grown to 250 employees with annual revenue of approximately \$12 million and serves clients across the United States with a small but growing international presence. This dataset contains operational performance data across various business functions for comprehensive operations scoring.

1. Software Development & Engineering Operations

Development Velocity Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Sprint Velocity (Story Points)	85	92	88	100	90	Fluctuating
Story Point Completion Rate	82%	88%	85%	90%	85%	Stable
Escaped Defects (per sprint)	8	6	5	3	5	Improving
Cycle Time (days)	18.5	16.2	15.5	14	16	Improving

Lead Time (days)	24.2	22.5	21.8	20	22	Improvin g
Release Frequency	Month ly	Month ly	Bi-wee kly	Bi-wee kly	Bi-weekly	Improvin g
Time to Recover (hrs)	6.5	5.8	4.2	4	5	Improvin g
Change Failure Rate	18%	15%	12%	10%	15%	Improvin g
Code Review Cycle Time (hrs)	18	15	12	8	12	Improvin g
Test Coverage	72%	75%	78%	85%	80%	Improvin g

Software Quality Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Targ et	Industry Benchmark	Trend
Defect Density (per KLOC)	2.8	2.5	2.2	1.5	2.0	Improvi ng
Critical Bugs (per release)	5	4	3	0	2	Improvi ng
Technical Debt (days)	85	82	78	60	75	Improvi ng
Code Duplication	8.5%	7.8%	7.2%	5%	7%	Improvi ng
Static Code Analysis Issues	285	245	210	150	200	Improvi ng
Security Vulnerabilities	18	15	12	5	10	Improvi ng

Automated Test Coverage	65%	68%	72%	80%	75%	Improving
Manual QA Time (hrs/release)	120	110	95	80	90	Improving
Regression Test Pass Rate	88%	90%	92%	95%	92%	Improving
Application Stability Index	92.5%	94.2%	95.8%	98%	95%	Improving

DevOps & Infrastructure Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Deployment Frequency	8/month	12/month	18/month	24/month	20/month	Improving
Deployment Success Rate	92%	94%	95%	98%	95%	Stable
Server Uptime	99.92%	99.94%	99.95%	99.99%	99.95%	Stable
Application Availability	99.9%	99.92%	99.93%	99.95%	99.9%	Stable
Average Response Time (ms)	320	290	265	250	300	Improving
CI Pipeline Runtime (mins)	28	25	22	15	20	Improving
Infrastructure Cost (\$/user)	\$3.25	\$3.10	\$2.95	\$2.50	\$3.00	Improving
Cloud Resource Utilization	65%	68%	72%	75%	70%	Improving

Mean Time to Detection (mins)	45	35	28	15	30	Improving
Mean Time to Resolution (mins)	120	95	75	60	90	Improving

2. Customer Success & Implementation Operations

Implementation Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Average Implementation Time (days)	82	75	65	45	60	Improving
Implementation on Time %	72%	78%	82%	90%	80%	Improving
Implementation on Budget %	75%	78%	80%	90%	85%	Improving
Resource Utilization Rate	82%	84%	85%	85%	80%	Stable
Client Satisfaction (Implementation)	7.8/10	8.2/10	8.5/10	9.0/10	8.0/10	Improving
Data Migration Success Rate	94%	95%	96%	98%	95%	Stable
Training Completion Rate	85%	88%	90%	95%	90%	Improving
First-time Configuration Success	75%	78%	82%	90%	80%	Improving

Post-Implementation Issues (30 days)	18	15	12	5	10	Improving
Time to First Value (days)	45	42	38	30	40	Improving

Customer Support Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Ticket Volume (per customer)	12.5	11.8	10.5	8	10	Improving
First Response Time (hrs)	4.2	3.8	3.2	2	3	Improving
Average Resolution Time (hrs)	28.5	24.2	18.5	12	18	Improving
First Contact Resolution Rate	62%	65%	68%	75%	70%	Improving
Support Ticket Backlog	185	160	135	100	150	Improving
Escalation Rate	18%	16%	14%	10%	15%	Improving
Customer Satisfaction (Support)	8.2/10	8.5/10	8.7/10	9.0/10	8.5/10	Improving
SLA Compliance	92%	94%	95%	98%	95%	Improving
Knowledge Base Usage	45%	52%	58%	70%	60%	Improving
Self-Service Resolution Rate	35%	38%	42%	50%	45%	Improving

Customer Success Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Net Promoter Score (NPS)	42	48	52	60	45	Improving
Customer Satisfaction Score (CSAT)	8.2/10	8.4/10	8.5/10	9.0/10	8.3/10	Improving
Customer Effort Score (CES)	3.2/5	3.4/5	3.6/5	4.0/5	3.5/5	Improving
Customer Retention Rate	92%	93%	93.5%	95%	90%	Stable
Logo Churn Rate	8%	7.5%	7%	5%	8%	Improving
Net Revenue Retention	105%	108%	110%	115%	106%	Improving
Feature Adoption Rate	65%	68%	72%	80%	70%	Improving
Success Plan Completion Rate	75%	78%	82%	90%	80%	Improving
QBR Completion Rate	85%	88%	90%	95%	90%	Improving
Health Score (avg across customers)	72/100	75/100	78/100	85/100	75/100	Improving

3. Sales & Marketing Operations

Sales Performance Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
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Sales Qualified Leads (SQLs)	85	92	105	120	100	Improving
Win Rate	22%	24%	25%	30%	25%	Improving
Average Deal Size	\$82,500	\$85,000	\$88,500	\$95,000	\$85,000	Improving
Sales Cycle Length (days)	95	92	88	75	90	Improving
Pipeline Coverage	2.8x	3.0x	3.2x	3.5x	3.0x	Improving
Quota Attainment (avg)	85%	88%	90%	95%	85%	Improving
Opportunity-to-Win Conversion	22%	24%	25%	30%	25%	Improving
Customer Acquisition Cost (CAC)	\$22,500	\$21,800	\$21,200	\$20,000	\$22,000	Improving
CAC Payback Period (months)	12.2	11.8	11.5	10	12	Improving
Forecast Accuracy	82%	85%	88%	95%	85%	Improving

Marketing Performance Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Marketing Qualified Leads (MQLs)	220	245	280	300	250	Improving
MQL to SQL Conversion Rate	38%	40%	42%	45%	40%	Improving

Cost per Lead (CPL)	\$185	\$175	\$165	\$150	\$175	Improving
Marketing ROI	2.8x	3.2x	3.5x	4.0x	3.0x	Improving
Website Conversion Rate	2.2%	2.5%	2.8%	3.5%	2.5%	Improving
Email Open Rate	22%	24%	25%	30%	22%	Improving
Email Click-through Rate	3.2%	3.5%	3.8%	5.0%	3.5%	Improving
Social Media Engagement Rate	1.8%	2.1%	2.4%	3.0%	2.0%	Improving
Content Download Conversion	12%	14%	15%	18%	14%	Improving
Marketing Contribution to Pipeline	45%	48%	52%	60%	50%	Improving

Sales & Marketing Alignment

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Lead Acceptance Rate	65%	68%	72%	80%	70%	Improving
Average Lead Follow-up Time (hrs)	12	10	8	4	8	Improving
SLA Compliance	85%	88%	90%	95%	90%	Improving
Shared Pipeline Visibility	75%	80%	85%	95%	80%	Improving

Joint Campaign Effectiveness	3.2/5	3.5/5	3.8/5	4.5/5	3.5/5	Improving
Lead Scoring Accuracy	72%	75%	78%	85%	75%	Improving
Content Utilization by Sales	65%	68%	72%	80%	70%	Improving
Feedback Loop Completion	70%	75%	80%	90%	75%	Improving
Joint Meeting Attendance	85%	90%	92%	95%	90%	Improving
Target Account Conversion Rate	12%	14%	15%	20%	15%	Improving

4. Product Management & Innovation

Product Performance Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Feature Adoption Rate	65%	68%	72%	80%	70%	Improving
Feature Usage Frequency	3.2/week	3.5/week	3.8/week	5/week	3.5/week	Improving
User Engagement Score	72/100	75/100	78/100	85/100	75/100	Improving
Time in Application (mins/day)	95	105	115	120	100	Improving
User Retention (30 days)	85%	87%	88%	92%	85%	Improving

Feature Satisfaction Score	7.8/10	8.1/10	8.3/10	9.0/10	8.0/10	Improving
Task Completion Rate	82%	85%	87%	95%	85%	Improving
Error Rate	3.5%	3.2%	3.0%	2.0%	3.0%	Improving
System Response Time (ms)	320	290	265	250	300	Improving
Cross-product Adoption	28%	32%	35%	45%	35%	Improving

Product Development & Innovation

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Feature Delivery Rate (per quarter)	18	22	25	30	25	Improving
On-time Feature Delivery	75%	78%	82%	90%	80%	Improving
Product Roadmap Completion	80%	82%	85%	90%	85%	Improving
Innovation Index	3.2/5	3.5/5	3.7/5	4.5/5	3.5/5	Improving
Time to Market (days)	120	110	95	90	100	Improving
R&D Return on Investment	2.2x	2.5x	2.8x	3.0x	2.5x	Improving

Customer-driven Features	65%	68%	70%	75%	70%	Improving
Patent Applications	2	3	3	5	3	Stable
Ideation to Implementation (days)	85	78	72	60	75	Improving
Technical Debt Burndown	8%	10%	12%	15%	10%	Improving

User Experience Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
User Satisfaction Score	7.8/100	8.1/100	8.4/100	9.0/100	8.0/100	Improving
System Usability Scale (SUS)	72	75	78	85	75	Improving
Task Success Rate	85%	87%	90%	95%	88%	Improving
Time on Task (vs. benchmark)	+15%	+12%	+8%	-10%	0%	Improving
Error Rate	3.5%	3.2%	2.8%	2.0%	3.0%	Improving
Abandonment Rate	18%	16%	14%	10%	15%	Improving
User Retention Rate	85%	87%	88%	92%	87%	Improving
Net Promoter Score (Product)	38	42	45	55	40	Improving

Customer Effort Score	3.2/5	3.4/5	3.7/5	4.2/5	3.5/5	Improving
Accessibility Compliance	82%	85%	87%	100%	85%	Improving

5. Finance & Administrative Operations

Financial Operations Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Days Sales Outstanding (DSO)	58	55	52	45	55	Improving
Accounts Receivable Aging (>90 days)	12%	10%	8%	5%	10%	Improving
Invoice Accuracy Rate	96%	97%	98%	99%	97%	Improving
Days Payable Outstanding (DPO)	42	45	48	50	45	Improving
Accounts Payable Processing Time (days)	8	7	6	5	7	Improving
Budget Variance	±8%	±7%	±6%	±5%	±7%	Improving
Forecast Accuracy	88%	90%	92%	95%	90%	Improving
Month-end Close (days)	12	10	9	7	10	Improving
Financial Reporting Timeliness	92%	94%	95%	98%	95%	Improving

Audit Findings	5	4	3	0	3	Improving
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Procurement & Vendor Management

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Purchase Order Cycle Time (days)	7	6	5	3	5	Improving
Vendor On-time Delivery	85%	87%	90%	95%	90%	Improving
Procurement Cost Savings	3.5%	4.2%	4.8%	5.0%	4.0%	Improving
Contract Compliance	92%	94%	95%	98%	95%	Improving
Vendor Performance Score (avg)	3.8/5	4.0/5	4.2/5	4.5/5	4.0/5	Improving
Supplier Diversity	22%	24%	25%	30%	25%	Improving
Procurement ROI	3.2x	3.5x	3.8x	4.0x	3.5x	Improving
Spend Under Management	75%	78%	82%	85%	80%	Improving
Purchase Order Accuracy	94%	95%	96%	98%	95%	Improving
Maverick Spend	15%	12%	10%	5%	10%	Improving

Facilities & Administrative

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Facilities Cost (per employee)	\$450	\$435	\$420	\$400	\$425	Improving
Space Utilization	75%	72%	68%	85%	75%	Declining
Workplace Satisfaction	7.8/10	8.0/10	8.2/10	8.5/10	8.0/10	Improving
Maintenance Response Time (hrs)	24	20	18	12	18	Improving
Energy Efficiency (kWh/sqft)	15.8	15.2	14.5	12.0	15.0	Improving
Administrative Cost Ratio	6.5%	6.2%	6.0%	5.5%	6.0%	Improving
Document Processing Time (days)	3.5	3.2	2.8	2.0	3.0	Improving
Remote Work Effectiveness	3.8/5	4.0/5	4.2/5	4.5/5	4.0/5	Improving
Workspace Density (sqft/person)	175	180	185	150	175	Declining
Facility Incident Rate	3.5	3.2	2.8	2.0	3.0	Improving

6. Human Resources & Talent Management

Recruitment & Staffing Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
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Time to Fill (days)	58	52	48	40	50	Improving
Cost per Hire	\$8,500	\$8,100	\$7,800	\$7,000	\$8,000	Improving
Quality of Hire	3.8/5	4.0/5	4.2/5	4.5/5	4.0/5	Improving
Offer Acceptance Rate	82%	85%	87%	90%	85%	Improving
New Hire Turnover (90 days)	8%	7%	6%	5%	7%	Improving
Candidate Experience Score	3.9/5	4.1/5	4.3/5	4.5/5	4.0/5	Improving
Diversity Hiring Rate	35%	38%	40%	45%	38%	Improving
Internal Fill Rate	25%	28%	30%	35%	30%	Improving
Recruitment Source Effectiveness	3.5/5	3.7/5	3.9/5	4.2/5	3.7/5	Improving
Job Posting Conversion Rate	3.2%	3.5%	3.8%	4.5%	3.5%	Improving

Employee Performance & Engagement

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Employee Engagement Score	7.2/10	7.5/10	7.8/10	8.5/10	7.5/10	Improving
Employee Net Promoter Score	28	32	35	45	30	Improving

Performance Review Completion	85%	88%	90%	95%	90%	Improving
Goal Achievement Rate	78%	80%	82%	85%	80%	Improving
High Performer Retention	92%	93%	94%	95%	90%	Improving
Manager Effectiveness Score	7.5/10	7.8/10	8.0/10	8.5/10	7.5/10	Improving
Recognition Program Participation	65%	68%	72%	80%	70%	Improving
Professional Development Completion	75%	78%	80%	85%	75%	Improving
1:1 Meeting Completion Rate	82%	85%	87%	90%	85%	Improving
Internal Mobility Rate	12%	14%	15%	20%	15%	Improving

Employee Retention & Turnover

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Employee Turnover Rate	18%	17%	16%	15%	18%	Improving
Voluntary Turnover Rate	15%	14%	13%	12%	15%	Improving
Involuntary Turnover Rate	3%	3%	3%	3%	3%	Stable

Key Position Turnover	8%	7%	6%	5%	8%	Improving
Average Tenure (years)	2.5	2.6	2.7	3.0	2.5	Improving
First Year Turnover	20%	18%	16%	15%	20%	Improving
Exit Interview Completion	85%	88%	90%	95%	85%	Improving
Regrettable Turnover	12%	11%	10%	8%	10%	Improving
Retention Rate by Performance	85%	87%	88%	90%	85%	Improving
Time to Backfill (days)	65	60	55	45	60	Improving

7. Quality & Compliance

Quality Management Metrics

Metric	Q1 2024	Q2 2024	Q3 2024	Target	Industry Benchmark	Trend
Quality Audit Score	85%	87%	89%	95%	88%	Improving
Quality Incident Rate	3.5%	3.2%	3.0%			