

New Retail Operations KPI Scorecard Released to Improve Store Performance across Chains

With shrinking margins and rising complexity, retail KPI scorecards have evolved from simple reports into essential strategic tools for modern store management.

PUNE, MHARASHTRA, INDIA, April 27, 2026 /EINPresswire.com/ -- YRC's team of [Retail Operations Experts](#)

asserts that a robust, curated KPI scorecard goes beyond stating numbers and helps in the identification and standardisation of 'what works', receive early warning signals, allocate resources strategically, and build enterprise-wide alignment in matters of strategic significance.



In this press release, Your Retail Coach (YRC) highlights few important metrics from its newly released [Retail Operations KPI Scorecard](#).

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Empowering Retail & E-commerce businesses worldwide.”

Nikhil Agarwal

[Retail Operations Experts](#) & [Retail Operations Experts](#)

-> 'The Classic' Inventory Turnover Ratio: When this ratio is high, it means that a business can quickly convert 'physical goods' (inventory, trapped investment) into 'cash' (liquidity, result). This liquid flexibility comes in handy to

adapt to market dynamics. A higher ratio also indicates a lower probability of inventory shrinkage.

-> Sell-Through Rate: A high STR indicates correspondingly high popularity of a product. A high STR also flags a looming stockout event. Low STR indicates potential over-stocking and inflated carrying and holding costs.

-> Shrinkage refers to drop in inventory valuation owing to damage, expiry, stealing/shoifting, and/or administrative inefficiencies.

-> Out-of-Stock (OOS) Rate measures the unavailability rate of desired products. A high OOS rate indicates shortcomings in demand forecasting, loopholes in inventory management, potential supply chain issues, etc.

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Sales per Labour Hour measures staff productivity (in generating revenue) during working hours. It is calculated as (Total Sales)/(Total Working Hours). This ratio helps in scheduling and streamlining staff allocation. As an experienced retail business consulting marque, YRC asserts that while a high SPLH is desirable, retailers should simultaneously focus on employee burnout, the impact on customer experience, adherence to [□□□□](#), etc.

Mystery Audit Score: The method of observation and marking may vary from brand to brand. The rules of auditing are established in advance. Here are some potential insights from mystery audits:

- > High sales, low audit rank – brand dilution, retention rate may fall in future
- > Low sales, high audit rank – site issues, presence of competition, local promotional issues
- > Impact of behaviour on conversion
- > External compliance

Operating Margin Per Store: This metric shows the money a store actually gets to keep. It is calculated as total revenue minus all store-specific operating expenses. For example, a franchise outlet in a tier-1 city may have less operating margin than one in a tier-3 city (because of significant differences in operating expenses like rent and salaries).

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Customer Satisfaction (CSAT): CSAT measures gratification/satisfaction based on distinct brand interactions.

Net Promoter Score (NPS): Net Promoter Score is an indication of allegiance and “refererrability”. NPS also serves as an early warning signal – people stop recommending (NPS begins to fall) before they themselves stop buying. High NPS and low CSAT could be indications of high brand loyalty with undesirable brand experiences.

Customer Retention Rate (CRR): High sales with low CRR is a good time to check if new customers are acquired and older ones are quitting.

High CRR often correlates with low employee turnover. High retention serves as a defensive moat against emerging competition.

Repeat Purchase Rate: RPR helps determine if products purchased are of recurring relevance or are one-off events or occasional buys. Low RPR is associated with seasonal products. Scheduled, subscription-based purchases pave the way for improved RPR.

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