

HOW TO 2 HOW TO DRAFT A BALANCED CONTRACT WITH A RESULT- BASED BONUS-MALUS?



FIERCE TACTICS





BALANCED CONTRACT?

INTRINSIC MOTIVATION

- Everyone wins with positive results
- Focus on the right KPIs
- Motivational collaboration

OBLIGATION OF RESULT

- Variable remuneration based on results
- Reimbursement based on result instead of attendance

MATURE

- No micromanagement required (e.g. productivity)
- Trust: supplier is given freedom for its own initiatives and analyses (1+1=3)

FOR WHOM?

- Facility services, sales, production...
- Customer services, account management, production, transport...





ELEMENTEN



Customizable and motivating KPIs & objectives

Variable remuneration with result-related and balanced bonus-malus (max -15% & +15%)

Legend with description and measurement KPIs (SMART)

Prerequisites (cap plan, forecasting, training costs, quality testing,...)

Remuneration for work done (contact, sale, product) or productive minute

Follow-up structure per interval

Financial conditions for the settlement of bonus-malus

Evolving targets

EXAMPLE: CONTRACT FOR ADMINISTRATIVE CALLS

LEGENDA

FIRST CONTACT RESOLUTION

"# of customers who didn't contact us again within 2 weeks / # of customers who contacted us"

Calculated on the 11th working day M+1

SETTLEMENT B/M

Quarterly

KPI IN PROGRESS

Retention start M7

SL start M4: 85/60

PRICING	B/M	M2	M1	S	B1	B1	WEIGHING
	Impact	90%	95%	100%	105%	110%	
	Price/call	€9	€9,5	€10	€10,5	€11	
KPIs	FCR 2 weeks	70%	75%	80%	85%	90%	20%
	CES on 5	3	2,5	2	1,5	1	20%
	Retention/6m	80%	82,5%	85%	87,5%	90%	20%
	SL 80/60	70%	75%	80%	85%	90%	15%
	SL 90/120	85%	87,5%	90%	92,5%	95%	15%
	Direct debit	5%	7,5%	10%	12,5%	15%	10%

CONDITIONS

Forecasting vs actuals:

<90%: Payout 90% contacts

>115%: No maluses possible

Rolling 3 months

Quality Test: Monthly, > 85%



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