

Research

Operational Performance & Financial Benchmarking

Taking a deep dive into data that motivates higher performance.

Conducted annually, the most recent survey (YE2018) represents the participation of hundreds of Allsteel, Haworth, Herman Miller, Knoll and Steelcase aligned dealers. The findings (which are available exclusively to participating dealers) were reported in 2019 and were based on 240 complete and valid surveys.

Each participant gets a benchmarking report that goes far beyond traditional dealer financials. In addition to a granular analysis of the dealer's own performance, we provide historical trending and anonymously present data that allows dealers to see how they compare to similar dealers in their channel.

Through a companion report based on the Solomon Coyle Index (SCI) of all aligned dealers, we provide additional comparative data to give participants an even fuller picture of where they stand within the industry.

The methodology is uniquely aimed at driving improvements in performance and profitability. Applying the Solomon Coyle key performance indicators, the participating dealer can easily target areas offering the biggest opportunity for improvement.

Learn how we can help you.

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