

Productivity is measured in different ways depending on the nature of your business and your industry. We encourage you to look at the metrics in your organization, establish a baseline measurement point and determine which of these metrics may be impacted over time by the wellness program or changes being made in the work environment.

Examples could include:

Business type	Productivity measurement
All	Changes in presenteeism (see specific questions on Needs and Interest survey, i.e., “During the past four weeks, how much of the time have you had a problem doing your work as a result of your health”)
Call center	Calls per person per day
Manufacturing	Volume of products produced
Customer service	Number of calls handled and satisfaction of customers
Professional services	Revenue per headcount and billable hours
Sales	Achievement of sales goals