

Quorso Glossary of Terms

Below is an alphabetical list of terms that we often use at Quorso... If you come across a term that you're unsure of, either in the app or one of our training videos, read on!

*If a word is in **bold**, it means it is also a term that is defined in the list.*

Approver	Some businesses require missions to be approved before they go live. In these cases, every mission that the Responsible manager launches is reviewed and approved by a second person, the Approver. This is usually, but not always, the Responsible user's line manager.
Business Unit	One of the individual physical sites that form part of the collective business, e.g. a store, a restaurant, a hotel, etc.
Business Screen	This is where your KPI dashboard lives, from which you can monitor your business's performance. Clicking on a KPI takes you to the KPI drill-down screen , where you can see Rankings and Top Opportunities for each KPI.
Configuration	The process that takes place before you start using Quorso, involving the upload of financial and operational data and the manipulation of the format and settings to produce a platform that perfectly meets your business' needs. This is done in collaboration with your leadership team.
Contributor	Certain colleagues, such as your members of your Operations or Finance teams, may find it helpful to have visibility of activity in Quorso so they can best support you. These Contributor users do not launch or approve missions , but they can collaborate on workpanes.
Improvement value	The improvement driven by your missions is calculated versus the pre-configured baseline for each KPI or item. This may be a) the actual in the starting period, or b) the average of your peer group in the same period.
Insights Explorer	The button on the workpane that lets you view data in very granular detail for the opportunity you are investigating. For example, if an opportunity for a Retailer is to sell more toothpaste, data slicing breaks that down further to suggest which types or brands that applies to most. It can

also be applied timewise, so looking at day of week and time of day.

KPI	This stands for Key Performance Indicator. Your business' KPIs will already be set up on your Business screen , where you can pin the ones that matter most to you.
KPI Manager	A Quorso user who has the ability to set up new KPIs , edit KPIs, and select which KPIs will generate missions for frontline managers to action. Changes are reflected across everyone's Quorso accounts.
Lever	During the missing-writing workflow , Responsible users are asked to select a lever to shape their mission . These are a pre-populated list of suggested actions to improve the performance of the specific item (e.g. for Sales: re-position product, ensure all stock is out on the shelves, for Labor: amend staff schedule, change staff mix, etc.)
Magic link	A magic link is generated if you choose to invite more people to view a workpane , which you can then send them via email. To generate a magic link, click on the 'Members' drop-down on the right-hand side of the workpane.
Metric	The units that missions are presented in, e.g. Revenue (\$, £) or volume (#). You may find that missions relate to either revenue or volume, depending on the root cause of underperformance
Mission	This is an opportunity for Responsible users to action. Users launch a mission by completing the mission-creation workflow from the workpane , then Quorso tracks the impact of live and archived missions . Missions are a subset of the Top Opportunities displayed in the KPI drill down screen , which KPI managers have selected should be sent to, and actioned by, frontline (Responsible) managers.
- Archived missions	When the mission duration set during the mission-writing workflow has expired, missions move into the archived column and the net improvement over their lifetime is displayed. Quorso continues to track the impact of archived plans for a further 6 weeks to measure any performance decay when it is no longer being explicitly focused on.

<ul style="list-style-type: none"> - Live missions 	<p>Users launch a mission by completing the mission-writing workflow on the workpane. These are the actions that you should be currently focused on driving, while Quorso automatically tracks the impact to show you how much improvement they are driving.</p>
<ul style="list-style-type: none"> - Mission Control 	<p>Your control centre for receiving new missions, launching them, tracking the impact of live missions, and viewing archived missions. Missions move through the four columns of the screen as they complete their lifecycle.</p>
<ul style="list-style-type: none"> - Mission Inbox 	<p>The first column on the Mission Control page is the Mission inbox, where new missions are displayed, to be actioned by their responsible users.</p>
<ul style="list-style-type: none"> - Mission-writing workflow 	<p>Responsible users launch missions by completing the mission-writing workflow. From the workpane, click 'Take action' to be guided through the flow, which involves selecting a root cause or lever, writing a mission description, setting a target and a duration.</p>
<ul style="list-style-type: none"> - Pre-launch missions 	<p>These missions are in draft, waiting to be submitted. If you start the missing-writing workflow and decide to come back to it later, the missions will wait in this column. If there is an Approval process in place, missions will also wait in the pre-launch stage until they are approved, flagged by the 'In review' label.</p>
<p>Opportunity value</p>	<p>The opportunity value is the gap between a site's current (actual) performance on an item and either the target value, or the normalised average of your peer group. So, it is how much you <i>could</i> improve by <i>if you were to be brought in line</i> with the target/peer group.</p> <p>This can be a tricky concept to get your head around, so please download our guide '<i>How Quorso compares stores</i>' for a more detailed explanation of this topic.</p>
<p>Peer group</p>	<p>A group of business units that are comparable to each other, so that Quorso compares apples to apples and pears to pears. We define peer groups by understanding which categories your business uses to segment its business units (e.g. large format vs small format stores, stores on a high street vs in a Retail park, etc.).</p>

P&L Explorer	P&L stands for Profit and loss. The P&L Explorer tab in Quorso is a structured hierarchy of all of your business' data in Quorso. You will see actual and opportunity values for your area of the business only. Click through the categories to dig deeper into their components. The data gets more granular as you click through.
Rankings	The 'Rankings' tab on your KPI drill-down screen features a leaderboard. Each KPI has one, and it will tell you the position of your site(s) versus other comparable sites in your organisation. It will also tell you whether you have moved up or down in the rankings since the last period, and how many live missions you have to push you up the leaderboard!
Responsible user	A Responsible user is a manager who is responsible for the activity and performance of one or more business units . Quorso sends this manager opportunities to improve their performance in the form of missions . The manager launches missions, which they execute in their sites while Quorso tracks the impact.
Scaler	A scaler is a factor that we divide by to normalise a cost or a revenue value. This is necessary to make comparisons between business units meaningful. E.g. when comparing food revenue across restaurants, we might divide it by footfall or the number of covers (footfall and covers are the scalers). For Retail stores, we might normalise by the space allocated to each product.
Targets	Where they exist, a target line will appear on each KPI tile so you can see how your performance is trending versus the target. This is set by your leadership team.
Team Screen	This is a screen for team leaders to see all of their direct reports' activity in Quorso. Clicking into each person's tile, the Team screen provides a comprehensive view of each individual's Mission Inbox (i.e. where they should be focusing effort), live missions and archived missions , as well as how much they've improved by. This screen is a perfect reference point for conducting 1-2-1s and Site Visits.
Top Opportunities	Under each KPI (in the KPI drill-down screen), there is a list of Top Opportunities spanning all the sites in your remit. This shows you the specific areas of underperformance

impacting each top-level KPI. The opportunities are ranked based upon two factors: 1. the magnitude of the gap to target or peer average, and 2. The statistical variation (in other words, if one site is a considerable outlier versus all of its comparable peers)

Workpane

The screen that analyses the performance of a single data point, at a single site. A workpane sits behind each mission tile and opportunity tile.
