

SOG Tracker - Advanced Analytics FAQ

Frequently Asked Questions

Quick answers to common questions about Rankings, Goals, and Forecasting

🇩🇪 My Rankings (Percentiles)

General Questions

****Q: What is a percentile?***

A: A percentile tells you what percentage of companies you're performing better than. 75th percentile = you're better than 75% of SOG members.

****Q: Is higher or lower better?***

A: Higher is always better. 90th percentile (top 10%) is excellent. 10th percentile (bottom 10%) needs improvement.

****Q: Why do I see badges with different colors?***

A: Colors help you quickly identify performance levels:

- 🏆 Gold (Top 10%) = Outstanding
- ⭐ Green (Top 25%) = Strong
- 👍 Blue (Above Average) = Solid
- 🇩🇪 Orange (Below Average) = Fair
- ⚠️ Red (Bottom 25%) = Needs Work

****Q: Can I see other companies' actual numbers?***

A: No. Rankings are completely anonymous. You only see your position (percentile), never other companies' specific values.

Data & Timing Questions

****Q: How many companies need data for rankings to work?***

A: Minimum 2 companies (including yours) must have data for the same month/year.

****Q: Why can't I load rankings for certain months?***

A: Either you haven't entered data for that month, or fewer than 2 companies total have entered data for that period.

****Q: When should I check my rankings?***

A: Check monthly after you enter data and after other companies enter theirs (usually within the first week of a new month).

****Q: Why do my rankings change when I didn't change anything?***

A: Rankings are relative. As other companies enter data, your position can shift up or down even if your performance stayed the same.

****Q: Can I see historical ranking trends?***

A: Currently, you can load rankings for any past month, but you'll need to track changes manually. Future versions may include trend charts.

Interpreting Results

****Q: I'm in the 50th percentile - is that good or bad?***

A: That's average - exactly in the middle. Half of companies are better, half are worse. There's definitely room for improvement.

****Q: What if I'm in the bottom 25% for a metric?***

A: This is a red flag. Make this metric a priority for improvement. Review SOG benchmarks and set aggressive goals.

****Q: Should I panic if my ranking drops one month?***

A: No. Look for patterns over 3+ months. One bad month could be an anomaly or seasonal variation.

****Q: I'm top 10% in all metrics - now what?***

A: Congratulations! Document your best practices, set stretch goals, and help mentor other SOG members.

****Q: How does the "overall percentile" work?***

A: It's the average of all your individual metric percentiles. It gives a single number for overall performance.

Technical Questions

****Q: Why does it say "Failed to load rankings"?****

A: Usually means insufficient data for that period. Try a different month or check your internet connection.

****Q: The page won't load anything after an error - what do I do?*****

A: Click the "Dismiss" button on the error message, or refresh your browser (Ctrl+Shift+R).

****Q: Can I download my ranking history?*****

A: Not currently, but this is planned for a future update. For now, take screenshots or manually track in a spreadsheet.

🎯 Goals & Progress

Setting Goals

****Q: How many goals should I set?*****

A: Start with 3-5 goals for your most important metrics. Don't overwhelm yourself.

****Q: Should my goals match the SOG benchmarks exactly?*****

A: Use SOG benchmarks as a guide, but set goals appropriate for your company size, market, and current performance.

****Q: Can I change a goal after setting it?*****

A: Yes, delete the old goal and create a new one. Goals should be adjusted as business conditions change.

****Q: What's the difference between monthly, quarterly, and annual goals?***

A:

- ****Monthly**** = Target for a single month
- ****Quarterly**** = Average target across 3 months
- ****Annual**** = Average target for the whole year

****Q: Can I have multiple goals for the same metric?***

A: Yes! You might have a monthly goal of 45% GPM and an annual goal of 50% GPM.

Progress Tracking

****Q: How is progress calculated?***

A: $\text{Progress \%} = (\text{Your Current Value} \div \text{Target Value}) \times 100$

****Q: Why does my progress show 0%?***

A: You probably haven't entered data for the goal's year yet. Enter current month data first.

****Q: What does 100%+ progress mean?***

A: You've exceeded your goal! Time to celebrate and set a new stretch target.

****Q: My progress went down even though my performance improved - why?***

A: Your target is probably higher than you thought. Check the goal details to confirm the target value.

****Q: Can admins see my company goals?***

A: Company goals are private to your company. Only SOG recommended benchmarks are shared across all members.

SOG Benchmarks

****Q: Who sets the SOG recommended benchmarks?***

A: SOG administrators set these based on industry best practices and historical SOG member performance.

****Q: Why are the benchmarks so high/low?***

A: Benchmarks represent best practices across all company sizes and markets. Your specific situation may differ.

****Q: Can I suggest changes to SOG benchmarks?***

A: Yes! Contact your SOG administrator with feedback. Benchmarks are reviewed regularly.

****Q: Do I have to meet all SOG benchmarks?***

A: No, they're guidelines, not requirements. Use them to identify improvement opportunities.

🌟 Forecasting

Basic Understanding

****Q: What is forecasting?***

A: It predicts future performance based on your historical trends using statistical methods (linear regression).

****Q: How accurate are forecasts?***

A: Depends on data quality and amount. With 6+ months of consistent data, 3-6 month forecasts are reasonably accurate.

****Q: Should I make business decisions based on forecasts?***

A: Use forecasts as ONE input among many. They show likely trends, not guarantees.

****Q: What's the difference between the predicted line and the shaded area?***

A:

- ****Green dashed line**** = Most likely prediction

- ****Shaded area**** = 95% confidence range (actual value will probably be in this range)

Data Requirements

****Q: Why do I need 3 months minimum?***

A: Statistical methods need at least 3 data points to calculate a trend. More is better.

****Q: I have 3 months but forecast says "weak trend" - why?****

A: Your data is probably inconsistent (varies a lot month-to-month). Add more months or check for data entry errors.

****Q: How many months should I forecast into the future?****

A:

- ****3-6 months**** = Most accurate, use for operational planning
- ****6-12 months**** = Reasonable for strategic planning
- ****12+ months**** = High uncertainty, use with caution

****Q: Can I forecast any metric?****

A: Yes, any calculated metric in the system can be forecasted.

Interpreting Results

****Q: What does "R-squared" mean?****

A: It measures how well the trend line fits your data (prediction confidence):

- ****0.70-1.00**** = Strong (trust it)
- ****0.40-0.69**** = Moderate (reasonable)
- ****0.00-0.39**** = Weak (need more data)

****Q: My forecast shows a declining trend - what should I do?****

A: Investigate immediately! This is an early warning. Review operations, compare to benchmarks, and take corrective action.

****Q: The confidence bands are really wide - is that bad?****

A: Wider bands = more uncertainty. This is normal for long-term forecasts or inconsistent data. Use shorter forecast periods.

****Q: What do the recommendations mean?****

A: The system analyzes your forecast and suggests specific actions based on trend direction, strength, and metric type.

Technical Questions

****Q: Why does my forecast look like a straight line?****

A: That's correct! Linear regression creates a straight trend line. If your actual performance isn't linear, forecasts will be less accurate.

****Q: Can I forecast multiple metrics at once?****

A: No, generate one forecast at a time. But you can quickly generate multiple forecasts sequentially.

****Q: My forecast predicts negative numbers - is that right?****

A: If you have a strong declining trend, yes, it might predict negative values. This is a serious warning sign.

****Q: Why doesn't forecasting account for seasonality?****

A: The current version uses simple linear regression. Seasonal adjustments may be added in future updates.

Technical Issues

Login & Access

****Q: I can't see the Analytics tab - where is it?***

A: Make sure you're logged in and have entered at least 1 month of data. The tab appears after your first data entry.

****Q: Features stopped working after I got an error - help!***

A: Refresh your browser (Ctrl+Shift+R) or log out and log back in to clear any issues.

****Q: Do I need to be an admin to use analytics?***

A: No! All users can access Rankings, Goals, and Forecasting. Only SOG admins can manage recommended benchmarks.

Data Entry

****Q: I entered data but analytics aren't updating - why?***

A: Make sure all required fields are completed and you clicked "Save". Refresh the page and try again.

****Q: Can I edit old data to improve my forecasts?***

A: Yes, you can edit historical data. Forecasts will recalculate automatically next time you generate them.

****Q: What happens if I delete a month of data?***

A: It's removed from rankings and forecasts immediately. Rankings recalculate without that month.

Browser & Performance

****Q: The page loads slowly - is that normal?***

A: Rankings and forecasts do complex calculations. If it takes >10 seconds, check your internet connection or try a different browser.

****Q: Which browsers work best?***

A: Chrome, Edge, Firefox, and Safari all work well. Make sure you're using a recent version.

****Q: Can I use this on my phone?***

A: Yes! The interface is mobile-responsive, though charts are easier to read on tablets or desktops.

****Q: Why do charts sometimes not appear?***

A: Refresh the page. If problems persist, clear your browser cache or try incognito/private mode.

💡 Best Practices

Data Entry

****Q: How often should I enter data?***

A: Monthly, within 7 days of month-end. Consistent timing improves forecast accuracy.

****Q: What if I miss a month?***

A: Enter it as soon as possible. Gaps in data hurt forecast accuracy and rankings.

****Q: Should I round numbers?***

A: Enter exact values from your accounting system. Rounding reduces accuracy.

Using Analytics

****Q: How often should I check analytics?***

A:

- ****Rankings**** = Monthly, after entering data
- ****Goals**** = Weekly check-ins
- ****Forecasts**** = Monthly, after adding new data

****Q: Which metrics should I focus on?***

A: Start with Gross Profit Margin, Labor Utilization, and Operating Expense Ratio. These drive profitability.

****Q: How do I know if I'm improving?***

A: Track your percentiles over 3-6 months. Consistent upward trend = improvement.

Getting Value

****Q: I'm overwhelmed - where do I start?***

A:

1. Check rankings for your worst metric
2. Set a goal to improve that metric 10%
3. Generate a forecast to see the trend
4. Take action based on recommendations

****Q: How can I convince my team to use these tools?***

A: Share success stories, show them how rankings identify opportunities, and celebrate goal achievements together.

****Q: What's the #1 mistake people make?***

A: Not entering data consistently. Analytics only work with good data!

🎓 Learning More

****Q: Where can I learn more about the math?***

A: Read the ****Complete User Guide**** for detailed formulas and explanations.

****Q: Are there training sessions?***

A: Check with your SOG administrator about group training opportunities.

****Q: Can I share these analytics with my team?***

A: Absolutely! Take screenshots or export data to share insights with your team.

📞 Getting Help

****Q: I have a question not answered here - what do I do?***

A: Click ****Help**** → ****View Documentation**** for the complete guide, or click ****Send Support Request**** for technical help.

****Q: How do I report a bug?***

A: Use the ****Help**** → ****Send Support Request**** option. Include:

- What you were trying to do
- What happened instead
- Screenshots if possible

****Q: Can I request new features?***

A: Yes! Send suggestions through the support form. We're always improving!

📊 Quick Reference Card

Rankings Quick Facts

- Higher percentile = Better performance
- Need 2+ companies with data
- Check monthly after data entry
- Anonymous - you never see other companies' numbers

Goals Quick Facts

- Set 3-5 goals to start
- 100%+ progress = Goal achieved
- Monthly/Quarterly/Annual options
- Adjust goals as needed

Forecasting Quick Facts

- Need 3+ months of data (6+ ideal)
- Strong trend ($R^2 > 0.7$) = Reliable
- Use for 3-6 month planning
- Declining trend = Warning sign

Success Formula

****Good Data In**** → ****Consistent Entry**** → ****Regular Review**** → ****Action Taken**** = ****Improved Performance****

🎯 Still Have Questions?

****Quick Help:****

- 📖 Read the ****Complete User Guide**** (detailed)
- ⚡ Read the ****Quick Start Guide**** (fast overview)
- 💬 Use ****Help**** → ****Send Support Request**** (technical issues)
- 📧 Contact your ****SOG Administrator**** (policy/benchmark questions)

Can't find your answer? Send us a support request - we're here to help!

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****SOG Tracker Advanced Analytics****