

You're in the home stretch now! The first four exercises have helped you address the critical exhibiting success factors and build a firm foundation for executing an effective and profitable exhibiting programme.

You've probably heard the old saying "*what gets measured, gets done.*" Now we're going to discuss some simple exhibiting performance metrics you can use to assess your exhibit performance, value received and Return on Investment.

### **CRITICAL SUCCESS FACTOR #5: MEASURE YOUR PERFORMANCE & ROI**

1. **Refer back to your three SMART exhibiting goals and assess progress made toward each goal.**
2. **Use the [Exhibiting Cost Control tool](#) to track where your exhibiting was spent.** Compare it to the benchmarks and determine if you were over or under budget in each major spend area.
3. **Use the [Exhibiting & Financial Performance Metrics tool](#) to determine how your exhibit program performed.** At a minimum, be sure to calculate the metrics shown below.
4. **Compare your actual exhibit interactions to your Exhibit Interaction Capacity goal.** A quick and easy way to do this is to multiply your lead count 2.4 (an industry benchmark-stop to literature ratio).
  - a. Example: 50 leads x 2.4 = 120 Interactions.
5. **Calculate your Cost Per Interaction** by dividing your total show investment by the number of interactions.
  - a. Example: £10,000 investment/120 interactions = £83 Cost Per Interaction
  - b. As a benchmark, the average cost of a field sales call is £596 (Source: CEIR, 2009)
6. **Calculate your Cost Per Lead** by dividing your total show investment by the number of leads captured.
  - a. Example: £10,000 investment/50 leads = £200 Cost Per Lead
  - b. As a benchmark, the average cost of a tradeshow lead is £283 (Source: Exhibit Surveys, 2013)
  - c. Also compare to your average sale amount, other shows, and other lead generation media.
7. **Calculate Potential Lead Revenue Value** of your leads by multiplying the number of leads captured by your average sale amount.
  - a. Example: 50 leads x £2,500 average sale amount = £125,000 Potential Lead Revenue Value
8. **Calculate Potential Lead Value ROI** by dividing the Potential Revenue Value by your total show investment.
  - a. Example: £125,000/£10,000 investment = £12.50 to £1 Potential Lead Value ROI
9. **Calculate Hard Return on Investment** by tracking at-show sales orders and leads that convert to sales over time, then comparing to total show investment.
  - a. Example: £65,000 at and post show sales /£10,000 investment = £6.50 to £1 Hard ROI

