1 Selling price (\$/time unit)

How much does the customer pay for 1 unit of our product or service?

2 Gross Profit margin (%)

> For each unit of our product or service, what is the cost of materials and direct labor used to produce that unit (COGS)?

So what is our final gross profit margin in percentage (gross profit = [selling price - COGS] / Selling price)?

3 Lifetime (# time units)

How many times does a user buy, and pay the selling price, for your product or service before leaving the relationship with your company?

Lifetime value (LTV)

4. Customer Acquisition Cost (CAC/CoCA/CoA)

- How much do you spend on acquiring a customer?
- > Annual sales and marketing expenses/gross yearly customer add
- If you are not operation yet and have no expenses, estimate or benchmark from the market

5 LTV/CAC

- > 1 indicates we capture as much value from a customer as we spend on producing the product/service for him and acquiring him.
- > As this formula does not take into account fixed costs, a 1 would still not be profitable.
- > The higher the number, the bigger our contribution to the fixed costs of our business.
- > As common rule of thumb we need a 3 or higher.



