

Treat these four quadrants like the four quarters of the year. Track your NPS score each quarter. See growth or decline. Propose ideas to turn Detractors → Passives and Passives → Promoters.

QUARTERLY NPS

NPS:

Ideas to turn Detractors → Passives

Quarter 1

Ideas to turn Passives → Promoters

NPS:

Ideas to turn Detractors → Passives

Quarter 2

Ideas to turn Passives → Promoters

NPS:

Ideas to turn Detractors → Passives

Quarter 1

Ideas to turn Passives → Promoters

NPS:

Ideas to turn Detractors → Passives

Quarter 1

Ideas to turn Passives → Promoters

Treat this calendar as your monthly NPS tracker. See growth or decline. Propose ideas to turn Detractors → Passives and Passives → Promoters.

MONTHLY NPS

January

NPS:

Ideas to turn Detractors → Passives

[illegible]

Ideas to turn Passives → Promoters

[illegible]

February

NPS:

Ideas to turn Detractors → Passives

This image shows a full page of primary-ruled paper. It features ten sets of horizontal lines, each consisting of a solid top line, a dashed middle line, and a solid bottom line, providing a guide for letter height and placement. The paper is otherwise blank, with no text or other markings.

Ideas to turn Passives → Promoters

[illegible]

March

NPS:

Ideas to turn Detractors → Passives

[illegible]

Ideas to turn Passives → Promoters

[illegible]

April

NPS:

Ideas to turn Detractors → Passives

This image shows a blank sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

Ideas to turn Passives → Promoters

[illegible]

Treat this calendar as your monthly NPS tracker. See growth or decline. Propose ideas to turn Detractors → Passives and Passives → Promoters.

MONTHLY NPS

May

NPS:

Ideas to turn Detractors → Passives

[illegible]

Ideas to turn Passives → Promoters

[illegible]

June

NPS:

Ideas to turn Detractors → Passives

This image shows a full page of primary-ruled paper. It features ten sets of horizontal lines, each consisting of a solid top line, a dashed middle line, and a solid bottom line, providing a guide for letter height and placement. The lines are evenly spaced across the entire page.

Ideas to turn Passives → Promoters

[illegible]

July

NPS:

Ideas to turn Detractors → Passives

[illegible]

Ideas to turn Passives → Promoters

[illegible]

August

NPS:

Ideas to turn Detractors → Passives

This image shows a blank sheet of white paper with ten horizontal blue lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There is no text or other markings on the paper.

Ideas to turn Passives → Promoters

[illegible]

Treat this calendar as your monthly NPS tracker. See growth or decline. Propose ideas to turn Detractors → Passives and Passives → Promoters.

MONTHLY NPS

September

NPS:

Ideas to turn Detractors → Passives

Ideas to turn Passives → Promoters

October

NPS:

Ideas to turn Detractors → Passives

Ideas to turn Passives → Promoters

November

NPS:

Ideas to turn Detractors → Passives

Ideas to turn Passives → Promoters

December

NPS:

Ideas to turn Detractors → Passives

Ideas to turn Passives → Promoters
