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Business Plan

[YEAR]

Prepared By

John Doe



Your home will be cleaned your way

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Executive summary

Market Validation

Objectives

Mission statement

Keys to success

Financial Highlights

Cleanex Maintenance Services (here on out also referred to as "CMS") is a provider of building maintenance and cleaning services. The company will be based in Jacksonville, Florida, whence it will extend a portfolio of specialized services to property ov

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Market Validation

→ CMS

The company will operate within the cleaning industry as well as several building maintenance services industries like painting, glazing, floor, and wall coverings, etc. These industries provide a wide range of services to private households, commercial establish To unlock help try Upmetrics! 🔒

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Objectives

□ CMS

- To enhance customer service and after-sale services by establishing a representative office in Florida in 2022
- To build a market reputation for quality products and services d

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Short Term (1 -3 Years)

- To expand by opening more satellite offices across the US towards the end of the forecast period.
- To hire 30 employees in the first year and grow to 200 employee

Long Term (3-5 years)

Start writing here..

Mission statement

□ CMS

Our mission is to be a one-stop-shop for specialized building maintenance and cleaning services where quality and customer service are two key watchwords.

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Keys to success



Economies of Scope

Offering the right mix of indoor and outdoor technical and maintenance services will allow CMS to win large contracts and increase their revenue.



Expertise

Founders will indicate their history of providing related services, complete with endorsements of satisfied clientele, in order to generate brand equity for CMS.



Location

CMS will take advantage of the associated benefits, networking capabilities and the vast cluster of residential and commercials establishments offered by the region.



Price Advantage

CMS will ensure hiring the best contract workers for its projects. Keeping a low margin, the company will ensure its cleaning services are offered at a market competitive price point.



Reputation

It is important for CMS to develop a reputation locally through the provision of high quality services that embody value-for-money and seasoned expertise.



Multi-Skilled Workforce

As CMS intends to service a wide variety of customers across multiple services of varying technicalities, the company needs to employ workers that carry suitable experience on flexible terms (so as to minimise fixed costs).

Financial Highlights

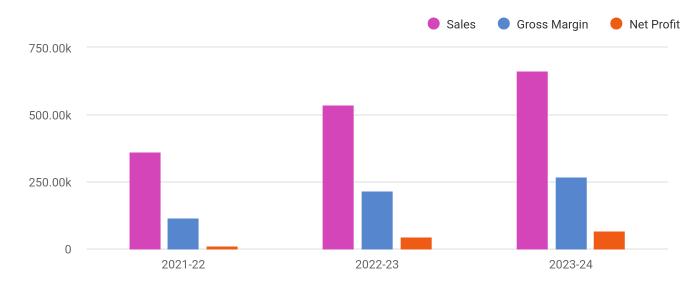


The company envisions raising an equity investment of \$50,000 through long-term borrowings, which will be used for the setup and launch of the jewelry store in the US. The company expects to steadily grow its revenues through active efforts in marketing, network

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Units Sold v/s Revenue Chart



Financial Year	Sales	Gross Margin	Net Profit
2021-22	360,723	114,289	13,038
2022-23	538,041	216,784	44,360
2023-24	665,012	269,869	65,638

Business overview

Company Ownership/Legal Entity

Location

Interior Operating Facilities

Hours of Operation

Startup summary

Headlining as a landscaping and building maintenance solutions provider, CMS seeks to cater to the key real estate and construction markets of the US.

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Company Ownership/Legal Entity

□ CMS

The company will be registered as a limited liability entity with the Department of State. Further, since the company envisions setting up operations in Florida, it will also register with the local county. The business will be wholly owned and managed by the Found To unlock help try Upmetrics! 🔒

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Location

□ CMS

The company will establish a business in Florida by the end of 2022. The region is considered an epicenter for food innovation, design trends, and innovative developments in manufacturing. To unlock help try Upmetrics! 🔒

Interior Operating Facilities

□ CMS

The company will begin operations from rented office space at the heart of Florida's commercial hub. Initial investments in setting up the interior facilities, consumables, inventory, and client entertainment space will be set up. Additions to space will

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Hours of Operation

□ CMS

CMS will cater to walk-in as well as online customers, as such it will be required to stay open during business hours. The company envisions opening the office at 10 am and remain open till 7 pm to entertain walk-in prospects as well as fulfill online orders.

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Startup summary

→ CMS

A portion of the capital investment of \$50,000 will be utilized to finance a range of expenses incurred prior to the launch of the company as indicated in the table below. Accordingly, approximately \$11,500 will be spent on a range of start-up expenses (

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Products & Services

Outdoor Cleaning & Maintenance Indoor Cleaning & Maintenance Customer Service

Headlining as a landscaping and building maintenance solutions provider, CMS seeks to cater to the key real estate and construction markets of the US. The company will extend the following portfolio of services:

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Outdoor Cleaning & Maintenance



Garden Maintenance

Price: \$150 USD

This service segment includes grass cutting, tree trimming, pruning, pest control, weeding, fertilising, and other basic garden activities for private households, commercial premises, government institutions, and local authorities.



Grounds Maintenance

Price: \$150 USD

Similar to garden maintenance albeit for larger spaces of land such as parks, playgrounds, football pitches, cricket fields, and golf courses, and even cemeteries and grass verges, these services are offered by the company for private and public sector clients.

Indoor Cleaning & Maintenance



General Cleaning

Price: **\$150 USD**

Includes services related to cleaning, washing and vacuuming that are offered to residential, commercial, and public clients.



Disinfecting

Price: **\$150 USD**

This service covers basic disinfecting projects using a variety of disinfectants, sprays and other chemical agents, as well as the demand of specialised markets requiring a range of skills, including termite management and other pest control services.

Customer Service



CMS prides itself on the quality of service extended to its customers. As a part of good faith and to maintain a healthy and robust customer relationship, the company will cater to the client's specific needs even if it does not form a part of a package.

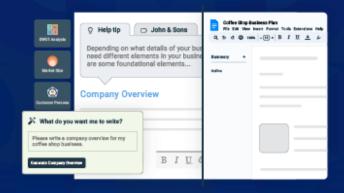
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Although it won't be possible with generic templates.







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Market Analysis

Market segmentation Market Trends Target market

As of May 2018, there were over 3.24 million people working in the cleaning services industry in the United States. Janitors and cleaners (not including maids and housekeeping cleaners) made up the largest portion of employees in this industry and earned

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Market segmentation

□ CMS

The biggest driver to propel the residential cleaning industry is simply the time squeeze. While home cleaning may have appealed to older retirees in the past, businesses have reported that they're starting to see more clients in their 30s-50s engaging in home

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Residential Cleaning

Start writing here..

□ CMS

The importance of creating a conducive and clean working environment is so important to the well-being of employees. Based on the Global Cleaning Industry, Commercial Cleaning reigns as the most promising and profitable segment of the industry both in To unlock help try Upmetrics!

Commercial Cleaning

Speciality Cleaning is a business model known to be recession-proof - when it comes to windows, flooring, carpets and more, we can't quite do the trick without professional engagement.

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Speciality Cleaning

Start writing here..

Market Trends

□ CMS

The cleaning industry is packed with opportunities – an earlier forecast reflected that the industry will earn over \$46 billion dollars in 2020, and grow 10% by 2026. More than 1.7 million people are currently employed in the cleaning industry, yet it is still for

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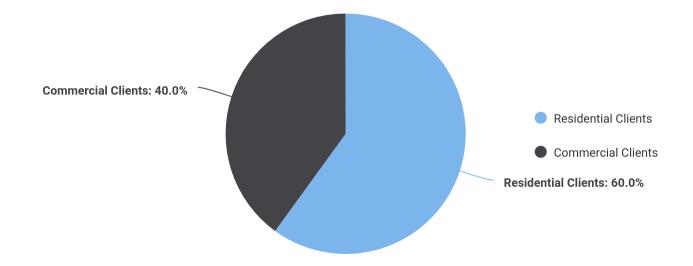
Target market

□ CMS

As a new entrant to the cleaning and building maintenance cohort of the US, CMS will follow a phased approach in engaging its primary target market. The company will initially focus on winning small- to medium-scale commercial and residential cleaning

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CMS Market Distribution



Target Market	Share
Residential Clients	60
Commercial Clients	40

Competitive Advantage



Value Added Services

CMS will dedicate itself to the wellbeing of its customers. The company will extend specific client focused services based on their requirement.



Price

The company will consciously maintain a low margin for its services which allows it to control prices. CMS will thus be able to secure and distribute services at market beating price points.



Distribution Channels

CMS will distribute its products through both B2B as well as B2C channels.



Effective Marketing

CMS will dedicate time and effort towards networking and gaining valuable insight into the prevailing market trends in the US which will allow the company to optimise its marketing strategies and effectively penetrate the market on launch.

SWOT analysis

A SWOT (Strength, Weakness, Opportunity, and Threat) analysis is a useful tool for businesses to evaluate their position in the market against the potential internal and external factors that could assist or jeopardize their operations and existence. A SWOT has

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Strength

- Extensive experience of the Founders (more than 25 years)
- Prime business location in Florida amidst a growing construction/residential market
- · Lean organizational structure
- · Offers specialized technical and maintenance services with a focus on quality
- Experience-backed ability to take on larger projects

Weakness

- Is new and hence unknown in the market
- Distance between company location and
- A drop in specialized skills availability in London (e.g. engineering, construction & property, etc.) may affect CMS' hiring plan
- Material purchase costs have risen over the years (e.g. paints, landscaping

Opportunity

- To expand reach across the US (e.g. by appointing remote teams, opening additional offices in other major cities, etc.)
- To expand services based on the founder's vast experience
- To continue to offer flexible ABC- pricing, avoiding fixed costs, to win more client patronage

Threat

- Low barriers to entry; increasing competition
- Customers defaults
- Slow economic growth in the future could stagnate the construction market in the US
- Further restrictions in buy-to-let could affect demand

Strategy & implementation

Distribution Strategy
Positioning Statement
Sales strategy
Pricing strategy

The objectives for the company's early sales and marketing initiatives will be to generate awareness of CMS as a new player in the market and to educate potential customers about its portfolio of services. Over time, as CMS becomes more established a

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Distribution Strategy



The company will reach its customer through both online and offline channels. CMS's comprehensive website will accept orders online and deliver them to the customer's doorstep. Customers will also have an option to physically visit the company's s'

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Marketing and Promotion Programs



Website

Launch an engaging and attractive website that is a source of promotional materials



Feedback

Create a healthy feedback loop to gauge shifting trends and align services to meet demand



Email

Compiling attractive market materials which feature service portfolio of CMS to be sent as email blasts to prospects



Video

Crafting YouTube videos to provide a sneak-peek into the company's activities and projects carried out

Positioning Statement

→ CMS

CMS' marketing objective is to position its services as specialized, affordable, and flexible to cater to any type of setting. The company will facilitate both B2B business as well as a B2C business, targeting building owners, construction contractors, and cor

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Sales strategy

→ CMS

The company will leverage its existing client network and expand its client base by extending sampling and after-sales services. Employing social media advertising campaigns, e-mail marketing strategies, networking through community clusters, and cre To unlock help try Upmetrics!

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Marketing Channels



Direct Mail Marketing

CMS will mail professionally designed materials with its value proposition to these companies and provide quotes for its services.



Social Media

Millennials and consumers in general spend a considerable time browsing social media platforms. Reaching to them through this channel will be and effective way to capture attention and position its services.



Google Ad Campaigns

The advertising will target specific keywords relevant to CMS's offering

Pricing strategy

□ CMS

The company will price its services based on the number of hours spent on the service. Ensuring low direct input costs, the company will optimize its sourcing and project delivery techniques to maintain and offer services at a low price point.

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Operational Plan

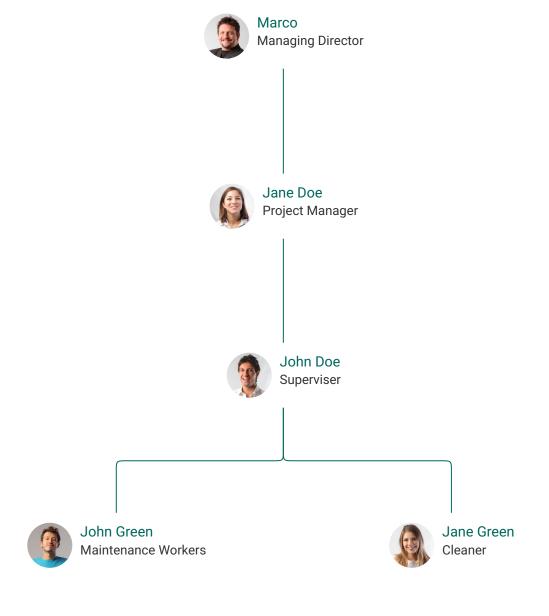
Management Team
Personnel Plan
Milestones

The team will be headed by Managing Director Mr. Ashton who will also oversee project operations. Joining Mr. Ashton in the Management Team will be sales and marketing executives and an office manager.

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Organization chart



Management Team

□ CMS

Mr. Ashton will serve as the Managing Director of CMS. A highly motivated and dynamic individual, Thomas boasts vast experience in the field of aesthetics having spent a career spanning 14 years essaying various white-collar roles for aesthetic co

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Personnel Plan

□ CMS

The company plans to create five full-time equivalent jobs in addition to the management team within the first three years of operations. Salaries for each employee are in line with the industry's benchmark.

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Hiring plan

8

Filled

3 lirec

Hired

1

Open

Group By Department	Position Filled	Time of Hire	Time of Start	Filled On Time
Maintenance Workers	1 of 20	10 days	121 days	100%
Supervisors	3 of 23	30 days	21 days	80%
Cleaners	4 of 15	158 days	127 days	0%
Project Managers	4 of 15	158 days	127 days	40%



Jane Doe
Project Manager

Ability to cope with fast-paced and pressured work, accuracy, strong attention to detail and a strong analytical mind, ability to notice patterns within statistics, an interest in psychology and behavior, good organizational skills, excellent (spoken and written) communication skills.



John Doe Supervisor

Preferably bilingual with ability to speak English and French fluently, problemsolving, ability to convert leads into sales, active listener, patience, and understanding of the company's products and services. Additionally, skills in social media marketing, search engine optimization, newsletter marketing, other forms of digital marketing will also be required

Milestones

CMS

Establish

CMS will rent a showroom space at the heart of Florida's commercial hub alongside developing a fully optimized and informative website. During this period, the company will also acquire cleaning equipment and consumables. Marketing activities will also begin during this stage to build awareness and launch the brand into the market.

Year 1

Gain Market Traction

Year 2

The company will begin expanding its services beyond Rhode Island to cover other regions around the United States

Diversify

Having externally established the business, the company will begin internally expanding its range of products

Year 3

Grow

Year3

- · Begin expanding across the US
- · Consider market expansion beyond US

Financial plan

Important Assumptions

Brake-even Analysis

Projected Profit and Loss

Projected Cash Flow

Projected Balance Sheet

Business Ratios

If you are going to start your own cleaning and maintenance business, then make sure you will pay special attention to your financial plan. Your financial plan should include the details about how well you

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Important Assumptions

The company's financial projections are forecasted on the basis of the following assumptions. These assumptions are quite conservative and are also expected to show deviation but to a limited level such that the company's major financial strategy will not be affected.

	Year 1	Year 2	Year 3
Plan Month	1	2	3
Current Interest Rate	10,00%	11,00%	12,00%
Long-term Interest Rate	10,00%	10,00%	10,00%
Tax Rate	26,42%	27,76%	28,12%
Other	0	0	0

Brake-even Analysis

Monthly Units Break-even	5530
Monthly Revenue Break-even	\$159 740
Assumptions:	
Average Per-Unit Revenue	\$260,87
Average Per-Unit Variable Cost	\$0,89
Estimated Monthly Fixed Cost	\$196 410

Projected Profit and Loss

2026	2025	2024	
\$3,140,928.20	\$1,743,674.70	\$1,008,430.40	Revenue
\$1,420,840.20	\$706,106.70	\$350,906.40	Residential Cleaning Services
10,930	5,432	2,699	Unit Sales
\$130	\$130	\$130	Unit Price
\$1,540,088	\$857,568	\$477,524	Commercial Cleaning Services
7,700	4,288	2,388	Unit Sales
\$200	\$200	\$200	Unit Price
\$180,000	\$180,000	\$180,000	Specialized Cleaning Services
3,600	3,600	3,600	Total Hours
\$50	\$50	\$50	Hourly Price
\$167,108.05	\$97,011.72	\$60,021.52	Cost Of Sales
\$167,108.05	\$97,011.72	\$60,021.52	General Costs
\$100,470.26	\$58,430.22	\$36,252.92	Cleaning Supplies
\$6,242.40	\$6,120	\$6,000	Cleaning Chemicals
\$94,227.86	\$52,310.22	\$30,252.92	Cleaning Equipment
\$66,637.79	\$38,581.50	\$23,768.60	Transportation
\$3,819.24	\$3,708	\$3,600	Fuel Costs
\$62,818.55	\$34,873.50	\$20,168.60	Vehicle Maintenance
\$0	\$0	\$0	Revenue Specific Costs
\$0	\$0	\$0	Personnel Costs (Direct Labor)

	2024	2025	2026
Gross Margin	\$948,408.88	\$1,646,662.98	\$2,973,820.15
Gross Margin (%)	94.05%	94.44%	94.68%
Operating Expense	\$1,485,699.35	\$1,577,530.17	\$1,701,623.27
Payroll Expense (Indirect Labor)	\$1,416,420	\$1,474,363.80	\$1,534,748.04
Cleaning Staff	\$1,076,400	\$1,123,596	\$1,172,887.80
Residential Cleaning Staff	\$414,000	\$434,700	\$456,435.60
Commercial Cleaning Staff	\$662,400	\$688,896	\$716,452.20
Administrative Staff	\$161,100	\$165,933	\$170,911.08
Office Manager	\$57,600	\$59,328	\$61,107.84
Administrative Assistants	\$103,500	\$106,605	\$109,803.24
Marketing and Sales Staff	\$178,920	\$184,834.80	\$190,949.16
Marketing Coordinator	\$54,720	\$56,908.80	\$59,185.20
Sales Representatives	\$124,200	\$127,926	\$131,763.96
General Expense	\$69,279.35	\$103,166.37	\$166,875.23
Office and Administration	\$20,884.31	\$28,452.75	\$42,645.61
Office Rent	\$10,800	\$11,016	\$11,236.32
Utilities	\$10,084.31	\$17,436.75	\$31,409.29
Marketing and Advertising	\$29,768.60	\$44,953.50	\$73,402.55
Digital Marketing	\$9,600	\$10,080	\$10,584
Print Advertising	\$20,168.60	\$34,873.50	\$62,818.55
Miscellaneous	\$18,626.44	\$29,760.12	\$50,827.07
Insurance	\$3,500	\$3,605	\$3,713.15
Legal Fees	\$15,126.44	\$26,155.12	\$47,113.92
Bad Debt	\$0	\$0	\$0

	2024	2025	2026
Amortization of Current Assets	\$0	\$0	\$0
EBITDA	(\$537,290.47)	\$69,132.81	\$1,272,196.88
Additional Expense	\$10,787.48	\$9,820.38	\$8,793.63
Long Term Depreciation	\$8,214	\$8,214	\$8,214
Gain or loss from Sale of Assets	\$0	\$0	\$0
EBIT	(\$545,504.47)	\$60,918.81	\$1,263,982.88
Interest Expense	\$2,573.47	\$1,606.38	\$579.64
EBT	(\$548,077.95)	\$59,312.43	\$1,263,403.25
Income Tax Expense / Benefit	\$0	\$0	\$0
Total Expense	\$1,556,508.35	\$1,684,362.27	\$1,877,524.95
Net Income	(\$548,077.95)	\$59,312.43	\$1,263,403.25
Net Income (%)	(54.35%)	3.40%	40.22%
Retained Earning Opening	\$0	(\$565,577.95)	(\$516,265.52)
Owner's Distribution	\$17,500	\$10,000	\$10,000
Retained Earning Closing	(\$565,577.95)	(\$516,265.52)	\$737,137.73

Projected Cash Flow

	2024	2025	2026
Cash Received	\$1,008,430.40	\$1,743,674.70	\$3,140,928.20
Cash Paid	\$1,548,294.35	\$1,676,148.27	\$1,869,310.95
COS & General Expenses	\$129,300.87	\$200,178.09	\$333,983.28
Salary & Wages	\$1,416,420	\$1,474,363.80	\$1,534,748.04
Interest	\$2,573.47	\$1,606.38	\$579.64
Sales Tax	\$0	\$0	\$0
Income Tax	\$0	\$0	\$0
Net Cash From Operations	(\$539,863.95)	\$67,526.43	\$1,271,617.25
Assets Sell	\$0	\$0	\$0
Assets Purchase	\$40,000	\$0	\$0
Net Cash From Investments	(\$40,000)	\$0	\$0
Amount Received	\$80,000	\$0	\$0
Loan Received	\$50,000	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$30,000	\$0	\$0
Amount Paid	\$33,179.72	\$26,646.82	\$27,673.45
Loan Capital	\$15,679.73	\$16,646.82	\$17,673.44
Dividends & Distributions	\$17,500	\$10,000	\$10,000
Net Cash From Financing	\$46,820.28	(\$26,646.82)	(\$27,673.45)

2024 2025	2026
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Summary			
Starting Cash	\$0	(\$533,043.67)	(\$492,164.06)
Cash In	\$1,088,430.40	\$1,743,674.70	\$3,140,928.20
Cash Out	\$1,621,474.07	\$1,702,795.09	\$1,896,984.40
Change in Cash	(\$533,043.67)	\$40,879.61	\$1,243,943.80
Ending Cash	(\$533,043.67)	(\$492,164.06)	\$751,779.74

Projected Balance Sheet

	2024	2025	2026
Assets	(\$501,257.67)	(\$468,592.06)	\$767,137.74
Current Assets	(\$533,043.67)	(\$492,164.06)	\$751,779.74
Cash	(\$533,043.67)	(\$492,164.06)	\$751,779.74
Accounts Receivable	\$0	\$0	\$0
Inventory	\$0	\$0	\$0
Other Current Assets	\$0	\$0	\$0
Long Term Assets	\$31,786	\$23,572	\$15,358
Gross Long Term Assets	\$40,000	\$40,000	\$40,000
Accumulated Depreciation	(\$8,214)	(\$16,428)	(\$24,642)
Liabilities & Equity	(\$501,257.69)	(\$468,592.08)	\$767,137.73
Liabilities	\$34,320.26	\$17,673.44	\$0
Current Liabilities	\$16,646.82	\$17,673.44	\$0
Accounts Payable	\$0	\$0	\$0
Income Tax Payable	\$0	\$0	\$0

	2024	2025	2026
Sales Tax Payable	\$0	\$0	\$0
Short Term Debt	\$16,646.82	\$17,673.44	\$0
Long Term Liabilities	\$17,673.44	\$0	\$0
Long Term Debt	\$17,673.44	\$0	\$0
Equity	(\$535,577.95)	(\$486,265.52)	\$767,137.73
Paid-in Capital	\$0	\$0	\$0
Common Stock	\$0	\$0	\$0
Preferred Stock	\$0	\$0	\$0
Owner's Contribution	\$30,000	\$30,000	\$30,000
Retained Earnings	(\$565,577.95)	(\$516,265.52)	\$737,137.73
Check	\$0	\$0	\$0

Business Ratios

	Year 1	Year 2	Year 3	Industry profile
Sales Growth	4,35%	30,82%	63,29%	4,00%
Percent of Total Assets				
Accounts Receivable	5,61%	4,71%	3,81%	9,70%
Inventory	1,85%	1,82%	1,79%	9,80%
Other Current Assets	1,75%	2,02%	2,29%	27,40%
Total Current Assets	138,53%	150,99%	163,45%	54,60%
Long-term Assets	-9,47%	-21,01%	-32,55%	58,40%
TOTAL ASSETS	100,00%	100,00%	100,00%	100,00%
Current Liabilities	4,68%	3,04%	2,76%	27,30%
Long-term Liabilities	0,00%	0,00%	0,00%	25,80%
Total Liabilities	4,68%	3,04%	2,76%	54,10%

	Year 1	Year 2	Year 3	Industry profile
NET WORTH	99,32%	101,04%	102,76%	44,90%
Percent of Sales				
Sales	100,00%	100,00%	100,00%	100,00%
Gross Margin	94,18%	93,85%	93,52%	0,00%
Selling, General & Administrative Expenses	74,29%	71,83%	69,37%	65,20%
Advertising Expenses	2,06%	1,11%	0,28%	1,40%
Profit Before Interest and Taxes	26,47%	29,30%	32,13%	2,86%
Main Ratios				
Current	25,86	29,39	32,92	1,63
Quick	25,4	28,88	32,36	0,84
Total Debt to Total Assets	2,68%	1,04%	0,76%	67,10%
Pre-tax Return on Net Worth	66,83%	71,26%	75,69%	4,40%
Pre-tax Return on Assets	64,88%	69,75%	74,62%	9,00%
Additional Ratios				
Net Profit Margin	19,20%	21,16%	23,12%	N.A.
Return on Equity	47,79%	50,53%	53,27%	N.A.
Activity Ratios				
Accounts Receivable Turnover	4,56	4,56	4,56	N.A.
Collection Days	92	99	106	N.A.
Inventory Turnover	19,7	22,55	25,4	N.A.
Accounts Payable Turnover	14,17	14,67	15,17	N.A.
Payment Days	27	27	27	N.A.
Total Asset Turnover	1,84	1,55	1,26	N.A.
Debt Ratios				
Debt to Net Worth	0	-0,02	-0,04	N.A.
Current Liab. to Liab.	1	1	1	N.A.
Liquidity Ratios				
Net Working Capital	\$120 943	\$140 664	\$160 385	N.A.

	Year 1	Year 2	Year 3	Industry profile
Interest Coverage	0	0	0	N.A.
Additional Ratios				
Assets to Sales	0,45	0,48	0,51	N.A.
Current Debt/Total Assets	4%	3%	2%	N.A.
Acid Test	23,66	27,01	30,36	N.A.
Sales/Net Worth	1,68	1,29	0,9	N.A.
Dividend Payout	0	0	0	N.A.



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