

#### INTELLECTUAL CAPITAL AND FINANCIAL PERFORMANCE OF MANUFACTURING FIRMS IN NIGERIA

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#### ABSTRACT

The study evaluated the effect of intellectual capital efficiency on the corporate performance of quoted manufacturing companies in Nigeria. The population of the study consists of 20 companies quoted on the Nigeria stock exchange under the consumer goods sector as at 2019. A total of sixteen (16) companies with updated financial information for the relevant years were selected and analyzed. Data for the study were extracted from annual reports and accounts of selected companies for the period 2012-2018. The study applied the Value Added Intellectual Coefficient (VAIC) model. Three research hypotheses were formulated for the study. In testing the research hypotheses, the study adopted both descriptive statistics and multiple panel regression techniques for quoted sampled firms analyzed with the aid of E-Views version 9. The findings revealed that Intellectual capital (IC) has a positive significant effect on ROCE and ROA. There was no significance found for earnings per share. Based on the findings, it was concluded that intellectual capital has a significant and positive effect on the corporate performance of manufacturing firms in Nigeria. Consequent upon this, the study, it was recommended that adequate attention be given to firm's human capital since human capital efficiency is considered as the most important asset of any organization.

#### **1INTRODUCTION**

The transition from an industrial economy, focused on physical assets like factories, machinery, and equipment, to a knowledge-based economy has redefined the sources of wealth and competitive advantage for modern businesses. The emphasis has shifted to intellectual capital, which includes expertise, creativity, skills, and experience (Inyada, 2018;



Ekwe, 2012). This shift has profoundly impacted production systems, now driven by technology and knowledge, with intellectual capital becoming a crucial resource for organizational success (Ahangar, 2011; Hojatollah & Alireza, 2013). In the knowledge economy, intangible assets are recognized as vital for the survival and performance of organizations, particularly in service industries like finance and pharmaceuticals, where intellectual capital is central to revenue generation (Firer & William, 2003). Despite this shift, traditional accounting practices continue to prioritize physical assets, often neglecting the value of intellectual capital in financial statements. This oversight deprives management of critical information needed for decision-making, particularly concerning human resources, which can ultimately impact financial performance (Ewereoke, 2018; Amahalu, Ezechukwu & Okudo, 2022; Amahalu, Okudo, Okafor & Onyeka, 2023). The gap between a company's book value and its market value, often attributed to intangible assets, underscores the importance of recognizing and reporting intellectual capital (Umenzekwe, Okoye, Nwoye, Adeniyi & Uchegbu, 2022; Sullivan, 1999).

In Nigeria, the manufacturing sector, a key component of the economy, has experienced significant growth, largely due to the contributions of human capital. However, the sector faces challenges such as increasing competition, high operating costs, and an unfriendly business environment, which have stunted its growth (Nnorom, 2017). Competitive pressures have forced organizations to enhance quality and innovate, relying heavily on intellectual capital development. Given the critical role of intellectual capital in driving competitive advantage and financial performance, this study seeks to provide empirical evidence on its impact on manufacturing firms in Nigeria. It aims to bridge the gap in the literature by exploring how intellectual capital influences corporate performance (Amahalu & Okudo, 2023), particularly in a dynamic and challenging business environment like Nigeria's industrial sector.

## **1.1 Objectives**

Generally, this study seeks to explore the impact of intellectual capital on financial performance of manufacturing firms in Nigeria. However, it is set to achieve the following specific objectives:

- 1. To examine the effect of value added intellectual capital on return on asset of listed manufacturing firms in Nigeria.
- 2. To analyse the influence of value added intellectual capital on the return on equity of listed manufacturing firms in Nigeria.



3. To determine the effect of value added intellectual capital on earnings per share of listed manufacturing firms in Nigeria.

## **1.2 Research Questions**

To achieve the above objective, the research seeks to provide answers to the following research questions:

- 1. To what extent does value added intellectual capital significantly affect the return on asset of listed manufacturing firms in Nigeria?
- 2. What level of influence does value added intellectual capital have on the return on equity of listed manufacturing firms in Nigeria?
- 3. To what degree does value added intellectual capital influence earnings per share of listed manufacturing firms in Nigeria?

# **1.3 Hypotheses**

To proffer useful answers to the research questions and realize the study objectives, the following hypotheses will be tested:

- H<sub>0</sub>: Value added intellectual capital does not significantly affect the return on asset of listed manufacturing firms in Nigeria.
- H<sub>0</sub>: Value added intellectual capital does not significantly influence the return on equity of listed manufacturing firms in Nigeria.
- H<sub>0</sub>: Value added intellectual capital does not have any significant impact on the earnings per share of listed manufacturing firms in Nigeria.

## 2. LITERATURE REVIEW

## 2.1 Conceptual Review

## **2.1.1 Intellectual Capital**

Intellectual capital (IC) is an intangible asset essential in today's knowledge-driven economy, significantly influencing corporate performance. Researchers like Rastogi (2000) and Lev and Radhakrishan (2003) argue that traditional measures fail to capture IC's true value, as it is both invisible and intangible. IC, comprising Human Capital Efficiency, Structural Capital Efficiency, and Capital Employed Efficiency, fosters innovation, competitive advantage, and value creation (Efenyumi, Okoye & Nwoye, 2022; Dewi & Saudah, 2012). Flamholtz (1999) notes the shift from industrial to post-industrial economies, where IC, rather than



manufacturing capabilities, is central to profitability. Effective harnessing of IC provides firms with a competitive edge (Ordonez de Pablos, 2003; Bontis, 2004).

## 2.1.2 Measurement of Intellectual Capital

Pulic (2000) introduced the Value Added Intellectual Coefficient (VAIC) method to measure IC by evaluating the efficiency of capital employed, human capital, and structural capital. This method, despite its limitations, is valued for its simplicity and reliability (Maditinos et al., 2011). VAIC assesses a company's ability to create value from its resources, with value added representing the gross global value created by the firm. Other methods of measuring IC are often customized to specific companies, making them difficult to generalize (Firer & Williams, 2003).

## 2.1.3 Return on Assets (ROA)

Return on Assets (ROA) is a financial ratio indicating a company's profitability relative to its total assets. It is calculated by dividing net income by total assets and reflects how efficiently a firm uses its assets to generate profit (Idekwulim, 2014). ROA is a widely used measure of economic performance in studies on the relationship between IC and business performance (Muhammad & Ismaila, 2009). Research shows a strong positive correlation between VAIC and ROA, suggesting that companies with better IC efficiency achieve higher profitability (Apiti et al., 2012; Chen et al., 2005; Shiu, 2006; Sydler et al., 2013).

## 2.1.4 Return on Capital Employed (ROCE)

Return on Capital Employed (ROCE) measures overall business performance by comparing profits with the capital invested. It is an essential tool for assessing managerial effectiveness in utilizing funds (Idekwulim, 2014). Studies, such as Wang (2008) and Maditinos (2011), show a positive relationship between IC efficiency and company value, with IC contributing to better financial performance, including higher returns on equity and capital employed.

#### 2.1.5 Earnings per Share (EPS)

Earnings per Share (EPS) represent the profits attributable to each unit of a company's ordinary shares. It measures the equity earnings available to shareholders and is a key indicator of a business's investment potential (Idekwulim, 2014). Effective utilization of IC components is argued to stimulate earnings, making EPS a critical metric in assessing a company's financial health and shareholder value (Anuonye, 2015).



Figure 1 Conceptual Diagram: Intellectual Capital and Firm Performance *Source: Researcher's Conceptualisation* 

With human capital, structural capital and capital employed all embedded in intellectual capital as shown in the net of triangles, they do not exist out of themselves and all intertwine in organisations. The apriori expectation of this study is that intellectual capital in its forms will have significant influences on the measures of performance, return on assets, return on capital employed and earnings per share as depicted by the arrow connectors.

#### **2.2 Theoretical Framework**

Thus work was anchored on the resource-based theory discussed below:

## 2.2.1 Resource-Based Theory

The resource-based theory, introduced by Birger Wernerfelt in 1984, emphasizes the strategic importance of a firm's resources in achieving sustainable competitive advantage (Mahoney & Pandian, 1992). Rooted in Penrose's (1959) earlier work, the theory views a firm as a collection of productive resources, both physical and human, that can be utilized in various ways to generate value. The theory argues that competitive advantage arises when a firm's resources are valuable, rare, imperfectly imitable, and non-substitutable (Barney, 1991). Barney (1991) identifies three main categories of resources: material (physical capital), human (human capital), and organizational (organizational capital). Material resources include technology, equipment, and access to raw materials. Human resources encompass the skills, experience, and knowledge of employees. Organizational resources involve the firm's structure, systems, and internal and external relationships.



This study adopts the resource-based theory, focusing on human and structural capital as key components of intellectual capital. Human capital includes knowledge, skills, and experience, while structural capital covers business processes, intellectual property, and organizational culture. Together, these resources drive a firm's efficiency and effectiveness, contributing to sustained competitive advantage (Bontis & Fitz-enz, 2002; Hitt & Ireland, 2002).

## 2.3 Empirical Review

The measurement of intellectual capital (IC) in Nigerian companies is minimal, despite the recognition of human capital in annual reports. The underreporting of IC contributes to a significant undervaluation of firms. Recent studies highlight the impact of human capital on corporate performance, emphasizing the need for better measurement and reporting of IC. Kwarbai and Akinpelu (2016) investigated human capital efficiency in Nigerian industrial goods companies, finding a positive relationship between human capital and performance metrics like Return on Assets (ROA) and Earnings per Share (EPS). Similarly, Ofurum and Aliyu (2018) explored the relationship between IC and financial performance in Nigerian banks, revealing that certain elements of IC significantly influence return on investment.

Tatiana and Tatiana (2017) analyzed Russian manufacturing companies and found that human and structural capital positively affect organizational performance, while relational capital did not. This suggests that the value of IC varies across industries, with internal processes being more critical in manufacturing. Recent studies also emphasize the broader role of IC in organizational success. For instance, Inyada (2018) examined the relationship between IC and bank performance in Nigeria, finding that IC, including physical and structural capital, positively impacts financial outcomes. Similarly, Kurfi, Udin, and Bahamman (2017) demonstrated that IC significantly influences the financial performance of Nigerian food product companies.

International studies provide further insight. Holienka and Pilková (2014) studied Slovak SMEs and found that IC's role in predicting financial performance increased during the postcrisis period. This underscores the growing importance of IC in enhancing firm resilience and performance. Nezhad, Yamrali, and Aboujafari (2014) explored IC's impact on financial performance in Iranian companies, concluding that while IC affects overall asset returns, it has less impact on fixed assets. This highlights the differential effects of IC components on various aspects of financial performance. The importance of IC is further supported by



Yasmin and Milé (2014), who examined Australian SMEs and found that human, structural, and relational capital positively impact performance, particularly when mediated by organizational innovation. This study suggests that companies should invest in IC to drive innovation and improve performance.

Ewereoke (2018) and Anuonye (2016) also examined IC in Nigerian firms, with both studies concluding that IC significantly impacts financial performance, particularly through the efficiency of human capital. These findings align with the broader literature, which consistently shows that IC is a critical driver of corporate success. The underreporting of IC in Nigeria's financial statements is a significant oversight. Recent studies consistently demonstrate the importance of IC in enhancing organizational performance across various industries. As such, there is a strong case for more rigorous measurement and reporting of IC in Nigerian companies to accurately reflect their value and potential.

Previous empirical studies highlight the positive relationship between intellectual capital (IC) and financial performance across various countries. Ahangar (2011) found that IC significantly impacts financial returns in Iranian companies, while Saudah (2005) and Raihi-Belkauui (2003) reported similar findings in other contexts. In Nigeria, Onyekwelu et al. (2017) also confirmed IC's influence on bank performance. However, limited research focuses on the effect of IC on financial performance in Nigeria's manufacturing sector, particularly within the consumer goods sector. This study aims to bridge this gap using data from 2012 to 2018.

#### **3. MATERIAL AND METHOD**

This study employs an ex-post facto research design, a non-experimental approach that examines pre-existing groups to determine relationships between independent and dependent variables. The ex-post facto design was chosen to effectively explore the relationship between intellectual capital and financial performance, based on historical data from company annual reports. The population comprises all consumer goods companies listed on the Nigerian Stock Exchange (NSE) as of 2019, totaling 20 companies. The study sample includes 16 companies, as shown below, selected based on the availability of complete financial data from 2012 to 2018:



Table 1 List of Companies

S/N	Company
1	Champion Brew. PLC
2	Dangote Sugar Refinery PLC
3	Flour Mills Nig. PLC
4	Guinness Nig. PLC
5	Honeywell Flour Mill PLC
6	International Breweries PLC
7	Cadbury PLC
8	N Nig. Flour Mills PLC
9	NASCON Allied Industries PLC
10	Nestle Nigeria PLC
11	Nigerian Brew. PLC
12	Nigerian Enamelware PLC
13	P Z Cussons Nigeria PLC
14	Unilever Nigeria PLC
15	Vitafoam Nig. PLC
16	Dangote Flour Mills PLC

It is however important to note that Golden Guinea Breweries Plc, Mcnichols Plc, Multitrex Integrated Foods Plc, and Seven-Up Bottling Company Plc were excluded due to incomplete financial reports. Secondary data were collected from the annual reports of the sampled companies for the 2012-2018 financial years, accessed through company websites and the NSE. Data were extracted from various financial statements, including the Statement of Profit, Loss and Other Comprehensive Income, Statement of Financial Position, and Notes to the Accounts. Firm performance was the dependent variable in this study and was measured using three profitability ratios which are: Return on Capital Employed, Earnings Per Share and Return on Assets.

1. **Return on asset:** this is the ratio of annual net income to average total assets of a business during a financial year. It measures efficiency of business in using its assets to generate net income. It is a profitability ratio that is calculated as:

ROA= <u>Annual Net Income</u>

Total Assets



Return on capital employed: A financial ratio that measures a company's profitability and the efficiency with which its capital is employed. Return on capital employed (ROCE) is calculated as:
 ROCE= <u>Earnings Before interest and Tax (EBIT)</u>
 Capital Employed

'Capital employed' as shown in the denominator is the sum of shareholder's equity and debt liabilities; it can be simplified as (total asset- current liabilities).

3. **Earnings per share (EPS):** Earnings per share are the portion of a company's profit allocated to each outstanding share of common stock. EPS serve as an indicator of a company's profitability.

EPS = <u>Net Income – Dividends on Preferred stock</u>

Average outstanding shares

The independent variable was Intellectual capital and this had Structural Capital efficiency, Human capital efficiency and Capital employed efficiency as proxies.

1. Capital Employed Efficiency (CEE) which shows the efficiency of the capital employed.

CEE = <u>Value Added (VA)</u>

Capital Employed (CE)

Where;

Capital Employed (CE) = Total Assets – Current liabilities.

2. Human Capital Efficiency (HCE) is an indicator of the value added efficiency of human capital. According to this model, total cost for personnel is considered as human capital and is calculated thus;

HCE = Value added/Human capital.

**3. Structural Capital Efficiency (SCE)** is an indicator of the value added efficiency of structural capital and is calculated thus;

Structural Capital (SC) = Value Added (VA) – Human Capital (HC)

SCE =Structural capital/Value added.

Descriptive statistics such as mean, median, minimum, maximum, and standard deviation were calculated. The relationship between intellectual capital and financial performance was analyzed using Pearson correlations and multiple Panel Least Squares regression analysis. Multicollinearity and Hausman tests were conducted to determine the appropriateness of



regression models. The decision rule was based on a P-value of 0.05, determining whether to reject or accept the null hypothesis.

The Value Added Intellectual Coefficient Model (VAIC<sup>TM</sup>) developed by Pulic (2000) was adopted for this study. The model measures the value added by Intellectual Capital of the various companies studied. The hypothesized relationship was analysed using simple regression analysis. For this study, a model was developed in order to evaluate the impact of intellectual capital on financial performance. Here, financial performance (dependent variable) is explained by the reaction of intellectual capital.

The functional notation form is stated below:

*Performance (PERF) = f (Intellectual capital) .....Eqn 1.* 

The proxy variables are introduced in the equation below:

 $PERF (ROA, ROE, EPS) = f (CEE, HCE, SCE) \dots Eqn 2.$ 

The deterministic/mathematical models including the stochastic random variable are specified as follows:

$$\begin{split} \text{ROA}_{ij} &= \beta_0 + \beta_1 (\text{CEE})_{ij} + \beta_2 (\text{HCE})_{ij} + \beta_3 (\text{SCE})_{ij} + \ \epsilon. \dots \text{Eqn 3} \\ \text{ROCE}_{ij} &= \beta_0 + \beta_1 (\text{CEE})_{ij} + \beta_2 (\text{HCE})_{ij} + \beta_3 (\text{SCE})_{ij} + \ \epsilon_i \dots \text{Eqn 4} \\ \text{EPS}_{ij} &= \beta_0 + \beta_1 (\text{CEE})_{ij} + \beta_2 (\text{HCE}) + \beta_3 (\text{SCE})_{ij} + \ \epsilon. \dots \text{Eqn 5}. \end{split}$$

*Where CEE* = *Capital Employed Efficiency;* 

*HCE* = *Human Capital Efficiency;* 

*SCE* = *Structural Capital Efficiency;* 

ROA= Return on Assets; ROCE= Return on Capital Employed;

*EPS*= *Earnings per Share;* 

 $\beta_0 = Constant;$ 

 $\beta_1 - \beta_3 = Coefficients of regressors;$ 

 $\varepsilon$ = stochastic error term;

*i=period; j=firm/cross-section* 



#### 4. RESULT AND DISCUSSIONS

#### 4.1 Data Analysis

The data analysed in this section was derived from the annual reports of the studied companies. Data were grouped under intellectual capital and performance ratios variables as represented in the appendices section.

#### **4.1.1 Descriptive Statistics**

Table 2: Descriptive Statistics of IC Variables and Performance ratios

	ROCE	EPS	ROA	CEE	HCE	SCE
Mean	22.14507	2.871997	5.642912	0.544333	3.798498	0.576567
Median	9.927227	1.010000	4.673128	0.414544	3.315306	0.711029
Maximum	1157.736	54.26000	26.49347	9.402340	14.67576	16.64722
Minimum	-38.93881	-22.87000	-19.65952	-0.319191	-3.854209	-13.76674
Std. Dev.	109.8076	8.885607	8.499859	0.895586	2.666546	2.365172
Jarque-Bera	49939.02	1142.101	3.167644	34731.51	40.15050	5715.264
Probability	0.000000	0.000000	0.025189	0.000000	0.000000	0.000000
Observations	111	111	111	111	111	111

Source: Researcher's Computation using E-Views version 9

The result from the descriptive statistics displayed that on the average, the firms under study maintained a return on capital employed ratio of 22%, while the average amount for earnings per share of the companies studied is N2.87. The maximum value for measuring human capital employed is 177.29. All profitability values (Return on equity, return on asset and earnings per share) shows negative minimum values depicting that some companies made losses in some periods. All data sets were normally distributed as demonstrated by the Jacque-Bera statistics with all p values less than 0.05.

	CEE	HCE	SCE	ROA	ROCE	EPS
CEE	1					
HCE	-0.136	1				
SCE	0.055	0.097	1			
ROA	-0.003	0.625	0.124	1		
ROCE	0.867	-0.198	0.004	-0.109	1	
EPS	0.101	0.194	0.054	0.504	0.009	1

Table 3: Correlations

Source: SPSS Version 23



Critical value of r is +/- 0.195. From the correlations table above, Human Capital Efficiency has a positive relationship with Return on Assets (0.625>0.195) and a negative relationship with Return on Capital employed (-0.198> -0.195). Capital Employed Efficiency also recorded a positive relationship with Return on Capital Employed (0.867>0.195). No relationship was found between other variables (r<.+/-195).

#### 4.1.2 Suitability of Regression Test

Table 4 Multicollinearity Statistics Variance Inflation Factors Date: 02/03/20 Time: 14:01 Sample: 1 111 Included observations: 111

	Coefficient	Uncentered	Centered	
Variable	Variance	VIF	VIF	
C	24.26962	3.710296	NA	
CEE	8.424054	1.405238	1.023649	
HCE	0.956477	3.140171	1.030358	
SCE	1.196894	1.075198	1.014371	

Source: Researcher's Computation using E-Views version 9

Uncentred and Centred VIF values all were within the range of 1 and 10 and thus presents the absence of multicollinearity in the data set. This confirms that panel regression will yield accurate results.



# 4.2 Test of Hypotheses

Table 5 Statistical Data for Hypotheses Testing

Hypothe	Test	Chi-	Prob	Significa	Adjust	F-	Prob	Decision
sis		Sq.	•	nt	ed R-	statisti	( <b>F</b> -	
		Statist		Variable	square	c	stat)	
		ic		s (p <	d			
				0.05)				
H1:	Hausm	2.83	0.41	HCE (p	0.2882	15.847	0.00	Reject
VAIC $\rightarrow$	an Test		78	=		2	00	Null:
ROA				0.0000)				VAIC
								significan
								tly affects
								ROA
<b>H2:</b> HCE	Hausm	7.21	0.06	CEE (p =	0.9699	1183.1	0.00	Reject
$\rightarrow$	an Test		55	0.0000),		34	00	Null:
ROCE				HCE (p				HCE
				=				significan
				0.0000)				tly
								influence
								s ROCE
Н3:	Hausm	5.88	0.11	None	0.0019	0.9310	0.42	Accept
VAIC $\rightarrow$	an Test		77				85	Null:
EPS								VAIC
								does not
								significan
								tly impact
								EPS

## 4.2.1 Hypothesis One

H<sub>01</sub>: Value Added Intellectual Capital does not significantly affect the return on assets of listed manufacturing firms in Nigeria.

The p-value for Human Capital Efficiency (HCE) is 0.0000, which is less than 0.05. The overall model is significant (F-statistic = 15.8472, p < 0.05), indicating that VAIC significantly affects ROA. Therefore, we reject the null hypothesis and assert that Value



Added Intellectual Capital significantly affect the return on assets of listed manufacturing firms in Nigeria

## 4.2.2 Hypothesis Two

**H**<sub>02</sub>: Human capital efficiency does not significantly influence the return on equity of listed manufacturing firms in Nigeria.

The p-values for Capital Employed Efficiency (CEE) and Human Capital Efficiency (HCE) are both 0.0000, which are less than 0.05. The overall model is highly significant (F-statistic = 1183.134, p < 0.05), showing that HCE significantly influences ROCE. Therefore, we reject the null hypothesis and assert that Human capital efficiency significantly influences the return on equity of listed manufacturing firms in Nigeria.

#### 4.2.3 Hypothesis Three

**H**<sub>03</sub>: Value Added Intellectual Capital does not significantly impact the earnings per share of listed manufacturing firms in Nigeria.

None of the regressors are significant (p-values > 0.05), and the overall model is not significant (F-statistic = 0.9310, p > 0.05). Therefore, VAIC does not significantly impact EPS. Therefore, we accept the null hypothesis and assert that Value Added Intellectual Capital does not significantly impact the earnings per share of listed manufacturing firms in Nigeria.

This study examined the impact of intellectual capital on the financial performance of manufacturing firms in Nigeria, using the VAIC model, which includes capital employed efficiency (CEE), human capital efficiency (HCE), and structural capital efficiency (SCE). The results revealed that intellectual capital positively influences return on assets (ROA), with human capital emerging as the key determinant, aligning with previous studies by Kwarbai and Akinpelu (2016). For return on capital employed (ROCE), the study found that while human and structural capital negatively affect ROCE, CEE has a strong positive effect, leading to an overall increase in ROCE. This finding is consistent with Kurfi et al. (2017), though it contrasts with Ofurum and Aliyu (2018). Conversely, earnings per share (EPS) were not significantly influenced by intellectual capital, suggesting that other external factors, such as the number of ordinary shares and after-tax profits, are more critical in determining EPS. This contradicts Kwarbai and Akinpelu's (2016) findings, which indicated a positive relationship between human capital and EPS.



#### CONCLUSION AND RECOMMENDATION

This study evaluated the impact of intellectual capital on the financial performance of manufacturing firms in Nigeria. The study revealed that intellectual capital significantly improves return on assets (ROA) and return on capital employed (ROCE). However, it does not have a significant impact on earnings per share (EPS). This research highlights the benefits of intellectual capital, demonstrating its positive influence on ROA and ROCE. These findings align with existing literature, which supports the notion that intellectual capital enhances firm performance in these areas. Conversely, the lack of impact on EPS suggests that other factors, such as the number of shares or after-tax profits, play a more substantial role in determining this performance indicator. Therefore, while intellectual capital is crucial for improving overall financial metrics, its role in influencing EPS appears limited.

- 1. Managers should prioritize investments in intellectual capital, including financial incentives, to boost performance, particularly in terms of returns.
- 2. Organizations should commit to regular employee training and development to enhance productivity and performance.
- 3. Beyond intellectual capital, firms should consider other factors that influence profitability to improve all key performance indicators (KPIs).

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