

NPS spreadsheet formula card

Every formula from the guide, for Excel and Google Sheets, plus the three data checks.

Layout

Column A: the 0 to 10 score, from A2. Column B (optional): the date of the answer. The formulas work the same in Excel and Google Sheets.

The score

Cell	What	Formula
D2	Promoters (9–10)	=COUNTIF(A2:A1000,">=9")
D3	Passives (7–8)	=COUNTIFS(A2:A1000,">=7",A2:A1000,"<=8")
D4	Detractors (0–6)	=COUNTIFS(A2:A1000,">=0",A2:A1000,"<=6")
D5	Valid answers	=COUNTIFS(A2:A1000,">=0",A2:A1000,"<=10")
D6	NPS	=ROUND((D2-D4)/D5*100,1)

One cell: =(COUNTIF(A2:A1000,">=9")-COUNTIFS(A2:A1000,">=0",A2:A1000,"<=6"))/COUNTIFS(A2:A1000,">=0",A2:A1000,"<=10")*100

By month (month start in F2, next month start in G2)

=(COUNTIFS(A:A,">=9",B:B,">="&F2,B:B,"<"&G2)-COUNTIFS(A:A,">=0",A:A,"<=6",B:B,">="&F2,B:B,"<"&G2))/COUNTIFS(A:A,">=0",A:A,"<=10",B:B,">="&F2,B:B,"<"&G2)*100

Data checks

Check	Formula	Should be
Scores stored as text	=COUNTA(A2:A1000)-COUNT(A2:A1000)	0
Numbers outside 0–10	=COUNT(A2:A1000)-D5	0
Groups add up	=D2+D3+D4-D5	0

Then paste the column into fynl.io/nps-calculator and compare the score.