

FY21 - Functional Effectiveness - Retail and Delivery

Functional Effectiveness - Retail and Delivery

Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
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Description

The Functional Effectiveness indicator for Retail and Delivery scorecards is made up of three other NPA Indicators, TEI % SPLY, CSV/SOV Opportunity % SPLY and Employee Retention. Each of those indicators is calculated to a final cell and combined as shown below

Measurement Period

This performance indicator will be measured each month and cumulative scores will be reported as Year-To-Date (YTD) result.

Data Source and Calculation

Source	–	See individual Indicator Information pages to see the source for each part The Functional Effectiveness - Retail and Delivery indicator is calculated from the final cells of the three parts as noted: TEI % SPLY - 50% CSV/SOV Opportunity % SPLY - 30% Employee Retention - 20%					
Business Rule	–	The final cell is calculated for each of the parts, multiplied by the percentages above, added together and rounded to a whole number.					
		Final achieved Cell for:					
Example	–	TEI % SPLY - 6	x 50%	=	3.00	+	
		CSV/SOV Opportunity % SPLY - 2	x 30%	=	0.60	+	
		Employee Retention - 5	x 20%	=	1.00	+	
							4.60
							(Rounds to Cell 5)
Decimal Precision	–	0 Decimals					

Data Validation

See individual Indicator Information pages to learn how to validate each of the parts of the Functional Effectiveness - Retail and Delivery indicator within their various source systems.

Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth Others/Emp Ret	Weight Others/Emp Ret	Total Weight Towards Composite
Area Retail Delivery and Marketing	Area	100.0%	30.0%
District Retail Delivery and Marketing	District	100.0%	30.0%
MPOO	MPOO / District	80.0%/20.0%	30.0%
Post Office 22 or above	LF/ District	80.0%/20.0%	30.0%
Post Office 21-20	LF/ District	80.0%/20.0%	30.0%
Post Office 18 or below	LF/ District	80.0%/20.0%	30.0%
Stations or Branch (MCS/SCS) - PCES & 26	LF/ District	80.0%/20.0%	30.0%