

# FY21 - Functional Effectiveness - CCMO

## Functional Effectiveness - CCMO

## Targets and Thresholds

1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10

### Description

The Functional Effectiveness indicator for the HQ CCMO scorecard is made up of seven other NPA Indicators, Total Revenue FPR % Plan, Annual Sales Closed % Plan, Customer Experience (CX) - BSN, CX-BMEU, CX-CCC, CX-USPS.com and Informed Delivery Sign-ups % Plan. 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

<b>Source</b>	–	See individual Indicator Information pages to see the source for each part The Functional Effectiveness - CCMO indicator is calculated from the final cells of the seven parts as noted: Total Revenue FPR % Plan - 17% Annual Sales Closed % Plan - 17% CX - BSN - 8% CX - BMEU - 8% CX - CCC - 8% CX - USPS.com - 8% Informed Delivery Sign-ups % Plan - 34%						
<b>Business Rule</b>	–	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: Total Revenue FPR % Plan - 7 Annual Sales Closed % Plan - 3 CX - BSN - 8 CX - BMEU - 9 CX - CCC - 3 CX - USPS.com - 4 Informed Delivery Sign-ups % Plan - 6						
<b>Example</b>	–	Total Revenue FPR % Plan - 7	x 17%	1.19 +				
		Annual Sales Closed % Plan - 3	x 17%	0.51 +				
		CX - BSN - 8	x 8%	0.64 +				
		CX - BMEU - 9	x 8%	0.72 +	=			5.66
		CX - CCC - 3	x 8%	0.24 +				(Rounds to Cell 6)
		CX - USPS.com - 4	x 8%	0.32 +				
		Informed Delivery Sign-ups % Plan - 6	x 34%	2.04				
<b>Decimal Precision</b>	–	0 Decimals						

### Data Validation

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

### Applicable Positions / Units, Measurement Depth and Weight:

Scorecard Name	Depth	Weight	Total Weight Towards Composite
HQ CCMO	Nation	100.0%	30.0%