



Teessen Consulting

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TC Commission Administration: how to use KPI's

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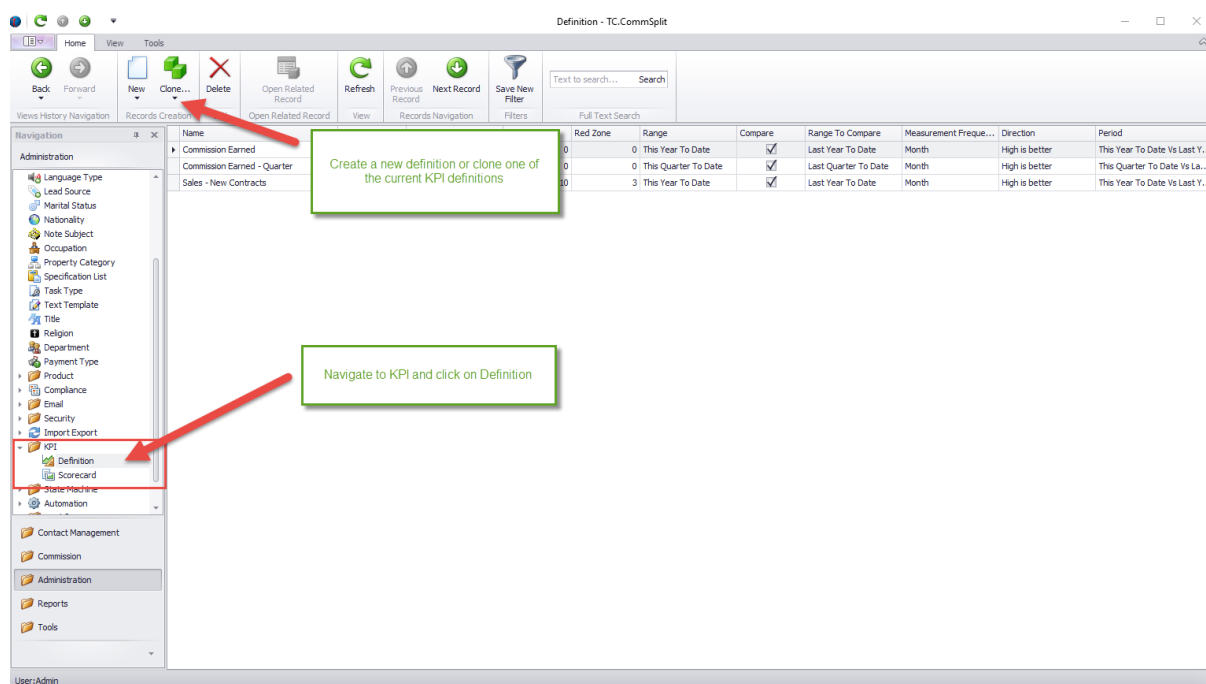
Overview

Key Performance Indicators (KPI) are quantitative measurements of dynamic business processes. For a brokerage, for example, an important performance indicator might be the daily sales of new policies or investments and for a team of supporting staff the number of tasks they perform on a daily basis. For better visualization, custom KPI value ranges can be set up, e.g. a "green zone" (target achieved), a "yellow zone" (target almost achieved) and a "red zone" (under performance). When the KPI's are based on a time range, it may be useful to compare the values of different periods, e.g. the current month versus the previous month. Should a deeper analysis (drilldown) of a particular indicator been required, then the detail records can be listed.

Key Performance Indicator (KPI)

To create a new measurement or KPI you need to decide what you want to measure. In this example we will measure the commission that was earned for the current year to date (YTD) period against the same period in the previous year (Prior YTD). You can also measure the same performance over different periods or compare a previous quarter with a current quarter.

To create the new KPI, navigate to the KPI group on the navigation bar:



Definition – Commission Earned

The most important decision when creating a new KPI is to know what you want to measure and where the supporting data resides. For our example, we want to measure commission earned and thus the selection of our Target Object Type will be based on the commission transactions of the commission statements that were imported and processed.



Commission Earned - Definition

Name: Commission Earned

Target Object Type: Commission Statement Detail

Criteria:

Direction: High is better

Expression: Sum([Amount])

MeasurementOptions: Zones

Range: This Year To Date

Compare: ☒ Compare

Range To Compare: Last Year To Date

Measurement Frequency: Month

Suppressed Series:

User: Admin

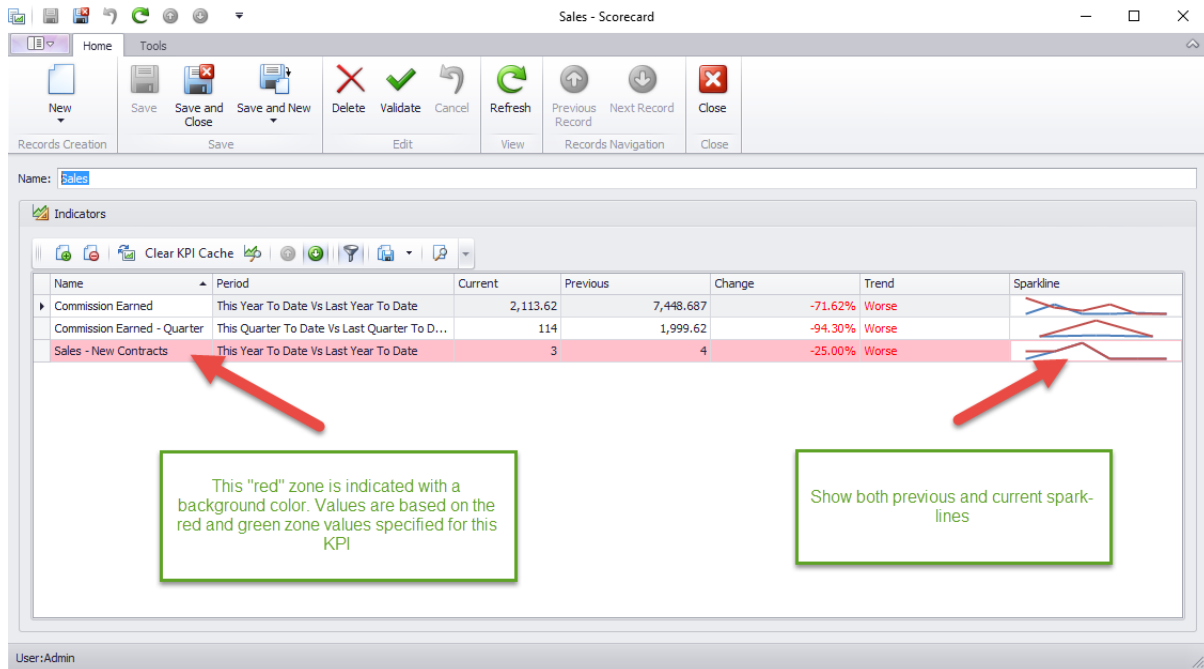
The below table describes each of the properties for the specific KPI:

Property	Description
Name	Name of the KPI
Active	Select to activate this KPI and populate the cache
Target Object Type	The area of the system that will be measured. For this example the commission statement entries that represent commission earned
Criteria	Specifies the criteria that is used to calculate each measurement item based on the measurement frequency selected. In the criteria expression, you can use the RangeStart and RangeEnd parameters. They will be internally replaced with the actual date range start end values calculated from the range selected in the range property
Direction	You can choose from a “Lower is better” or “Higher is better” option. This will determine how to treat the deviation from the measurement result.
Expression	The expression to apply in evaluating the KPI. You can use Sum, Count, Avg., etc. (In the above example, the expression will sum the commission transaction amounts for a particular period or measurement frequency)
Range	The period to analyse. (In the above example, measurements are compared for the year to date for current and last year)
Measurement Frequency	The frequency in time. Monthly, Daily, etc.
Suppressed Series	The default value is “Previous”. Leave this blank if you want to display both the previous and current spark-line
Zones	Specify the KPI values for the “green” and “red” ranges, which can be used for visualization. Specify both values based on the direction property specified for this KPI.



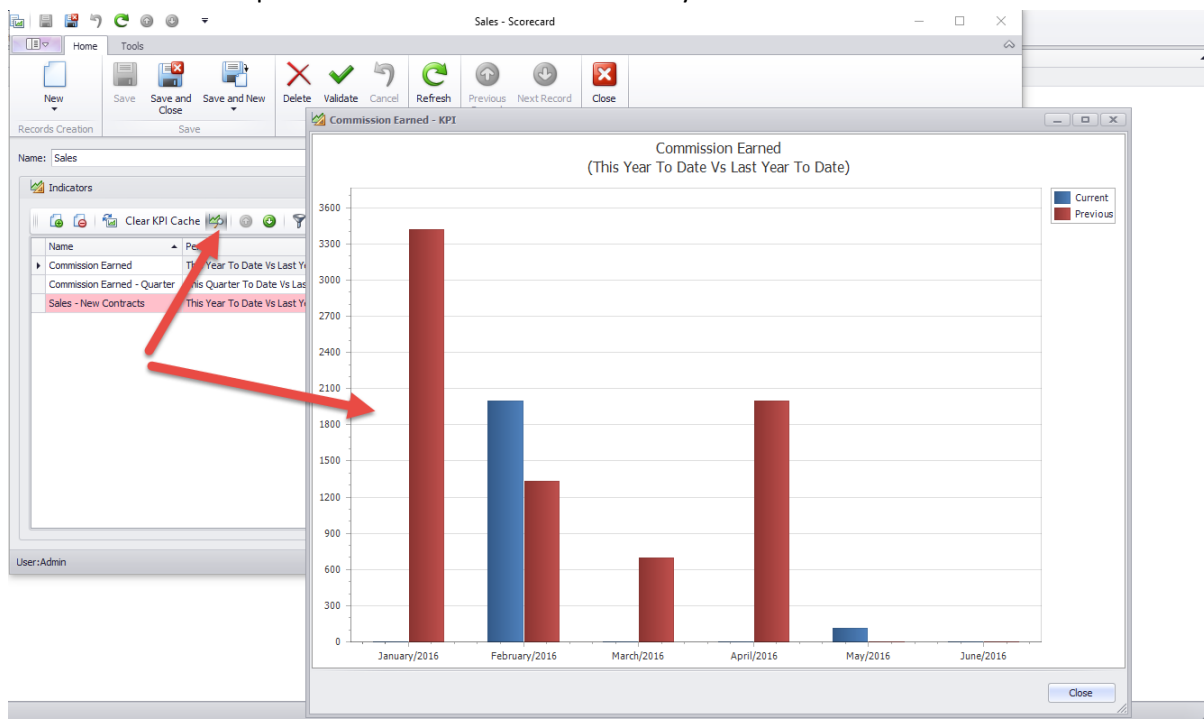
Scorecard

You can now create different scorecards by adding the various KPI's onto the scorecard. Navigate to the scorecard list view and click on new to create your scorecard:



You can add multiple KPI's onto the same scorecard to combine the various measurements into a single visualised display.

Use the "graph" icon to display the graph comparing previous and current values. The example below show the comparison of commission earned on a year to date basis:





You can either view the detail graph or you can drill-down on a specific measurement to view the detailed records for that measurement. Double click the specific measurement:

Statement	Broker	Contract	Amount	VAT	Amount (Ex...)	Transaction Date	Market Value	Transaction Type	Comment	Processed	Approved	Is Split Correct
COR20160201	Gerber Ralf (R.) (S...	Louw Leslie (L A) (C...	R51.66	R6.34	R45.32	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Holmes Ian (I L) (C...	R127.10	R15.61	R111.49	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Algar Owen (O J) (...	R22.94	R2.82	R20.12	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Dalling David (D J) (...)	R299.23	R36.75	R262.48	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R16.74	R2.06	R14.68	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Trethewey Mark (M...	R0.69	R0.08	R0.61	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R0.69	R0.08	R0.61	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Vermeulen Barend (...)	R10.54	R1.29	R9.25	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Lamprecht Heidi (H)...	R2.18	R0.27	R1.91	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Algar Owen (O J) (...	R0.76	R0.09	R0.67	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R14.76	R1.81	R12.95	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R10.54	R1.29	R9.25	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Louw Leslie (L A) (C...	R51.65	R6.34	R45.31	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160201	Gerber Ralf (R.) (S...	Duffy Gerrard (G) (...)	R57.06	R7.01	R50.05	01/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Louw Leslie (L A) (C...	R51.65	R6.34	R45.31	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Lamprecht Heidi (H)...	R2.18	R0.27	R1.91	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Holmes Ian (I L) (C...	R127.10	R15.61	R111.49	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Trethewey Mark (M...	R0.69	R0.08	R0.61	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R10.54	R1.29	R9.25	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	BBL Broker Group (...)	R14.76	R1.81	R12.95	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Algar Owen (O J) (...	R22.94	R2.82	R20.12	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
COR20160202	Gerber Ralf (R.) (S...	Louw Leslie (L A) (C...	R51.66	R6.34	R45.32	02/02/2016	R0.00	Trailer Fee		✓	✓	✓
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COR20160202	Gerber Ralf (R.) (S...	Duffy Gerrard (G) (...)	R57.06	R7.01	R50.05	02/02/2016	R0.00	Trailer Fee		✓	✓	✓