Commercial Policy – KPI Dictionary

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This document uses anonymized, synthetic examples. No confidential data is disclosed. Figures are illustrative and meant for public demonstration only.

Description

This public summary presents the key KPIs used to govern the Commercial Policy.

1. **Margin Uplift**

$$\Delta Margin = Margin_{after} - Margin_{before}$$

2. **Discount Cost / Revenue**

$$Discount = \frac{Total\ Discounts}{Total\ Revenue}$$

3. **Audit Compliance Rate**

$$ACR = \frac{Decisions\ with\ Full\ Evidence}{Total\ Decisions}$$

4. **Fund Program Hit Rate**

$$HitRate = \frac{Customers\ Meeting\ Targets}{Enrolled\ Customers}$$

5. **Policy Coverage on Revenue**

$$Coverage = \frac{Revenue\ under\ Standardized\ Rules}{Total\ Revenue}$$

6. **Exception Rate**

$$Exception = \frac{Transactions\ under\ Exception}{Total\ Transactions}$$

7. **Rebate Accrual Accuracy**

$$Accuracy = 1 - \left(\frac{|Accrued - Realized|}{Realized}\right)$$

8. **Out-of-Policy Leakage**

$$Leakage = \frac{Non_{Policy}Deductions}{Total\ Revenue}$$

9. **Reclassification Adoption**

$$Adoption = \frac{Customers\ on\ New\ Tiers}{Total\ Active\ Customers}$$

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