

# Primus, Jerrold Portfolio

AWARDS (DISPLAYING 66 OF 68)



View all of Jerrold's Awards

COMMUNITIES (DISPLAYING 11 OF 11)



Black Employee Ne... Amazon Web Servic... EVE Online Amazon Redditors Tampa Bay Buccan... Think Big Startup Weekend Orlando Magic

connect amazon Sell on amazon BLACK LIVES MATTER

11:33 AM

ACES (Amazon Customer Excellence System) is Amazon's process improvement system that uses tools of Lean, Six Sigma, technology, and analytics to iteratively deliver better customer experience.

# KPI VISION DEVELOPMENT

## PROJECT PROPOSAL

## ROOT CAUSE ASSESSMENT:

TWO BIGGEST ISSUES STOPPING REAL-TIME ANALYSIS



### KPI Standardization

- Think Tower of Bable
- Departments speak their own EVENTS as a KPI too often
- NOTES KPI will solve this, and help our IT systems gain value add insights

### KPI STANDARDIZATION

What you say is important

- Say this, not that
- Internal Acronyms and departmental verbiage
- LIC and CPD



### Data Integration

- AWS TimeStream
- AWS QuickSight Q
- AWS CodeStar

### DATA INTEGRATION

Ask questions of your data

Amazon QuickSight Q is a machine learning powered capability that uses natural language processing to answer your business questions instantly, saving weeks of effort from BI teams having to build pre-defined data models and dashboards.

Want to know more?

## SUMMARY: ACROSS TEAMS & OVER TIME

The focus of this report will be to Define and Identify a New Class of KPI that will in effect allow Trajectory to Analyze in Real-Time Client Packet Flows Across Teams and Over Time.

Proposal:

Event Driven KPI Class called: NOTES

Notes class KPI triggers two events a TAG and a Timer.

Timer:

Metric coded to start / stop counting H/S/M after a new event (Notes) triggered a new start timer.

I.E. (Kickback Notes) triggered a new (Event) Tag and Start Timer, due to the TM action of a new Kickback. The KPI keeps track of that with a date time stamp and a simple counter. When Packet is sent back a (Flipped Notes) gets triggered. Via simple coded logic the (Flipped Notes) stopped the Kickback Notes counter on that (Claim ID Notes) for the Team.

This coded timer metric will show Leadership how Client file flow is working in Real-Time Across Teams, Over Time, and Revenue cycles.

P.S. Kickbacks are counted and tracked now and is a standard KPI. However, to get real value from our data Events we need to use A New KPI called: "Flipped Forward" (Flipped Notes).

"My team in CET has a 90% Flipped Rate to PIF / Closed Invoices."

### Operational Cost:

#### Data ingestion: Calculating pricing

**100 measures**—**100 writes**  
(Single measure/write)  
**x12 records/minute**—**1,200 writes**  
**x60 minutes/hour**—**72,000 writes**  
**x24 hours/day**—**1,728,000 writes**  
**x30 days/month**—**51,840,000 writes**

\$0.50\* for 1 million writes of 1KB  
 $51,840,000 / 1,000,000 \times \$0.5 = \mathbf{\$25.92}$

#### Storage: Memory and magnetic stores

##### IN-MEMORY TIER

Handles the ingestion of all data  
Timestamp associated with the record must land in the in-memory tier

Automatically handles data deduplication

Optimized for latency sensitive point-in-time queries  
\$0.036\*/GB/hour

##### MAGNETIC DISK TIER

Optimized for high performance analytical queries

Cost effective for long-term storage

\$0.03\*/GB/month



# DATA TECH & DESIGN

JERROLD (J.P.) PRIMUS

## OVERVIEW

### Goals

- I. Battle Buddy Performance Data Quantify
- II. Rank Battle Buddies: Identify Areas of Deficiencies
- III. Metrics That Help Battle Buddy Leaders Improve Performance
- IV. Identify Correlations That Produce ROI
- V. Analyze Opportunities for Performance Indicators
- VI. Business Patterns that Reduce / Mitigate Risk Potentials

BB Team Lead	Months	Packets Confirmed	Packet Sent %	Invoice Total.	% of Invoice Paid	Total Paid.	RDL.	RDL Contact Id %	Invoices Delinquent %
Nicholas Felton	Jul	3	0.16%	\$19,165.05	100.00%	\$19,165.05	0.00%	0.00%	
	Aug	48	2.61%	\$172,951.29	49.67%	\$76,090.00	17	5.20%	0.00%
	Sep	5	0.44%	\$28,407.18	92.33%	\$27,336.54	0.00%	0.00%	
	Oct	114	6.81%	\$377,817.00	68.76%	\$270,653.17	29	5.78%	5.26%
	Nov	26	1.74%	\$94,209.05	55.47%	\$44,780.73	4	0.58%	10.53%
	Dec	75	4.36%	\$223,361.20	53.83%	\$112,739.05	42	7.37%	0.00%
	Jan	0	0.16%	\$11,675.39	65.03%	\$9,909.69	0.00%	0.00%	
	Feb	65	3.81%	\$193,072.89	65.07%	\$123,798.47	6	1.73%	0.00%
	Mar	16	1.03%	\$47,044.60	43.68%	\$19,029.77	0.14%	0.00%	
	Apr	64	3.59%	\$211,491.32	59.88%	\$140,933.53	30	4.62%	0.00%
Lynn Pahl	Jul	75	4.68%	\$220,003.84	50.49%	\$96,408.44	38	7.80%	0.00%
	Aug	38	2.18%	\$123,001.12	47.94%	\$48,155.70	15	3.76%	0.00%
	Sep	87	5.34%	\$323,339.57	65.02%	\$193,214.33	19	7.51%	5.26%
	Oct	86	5.45%	\$368,989.07	66.53%	\$240,410.22	7	1.45%	10.53%
	Nov	51	2.83%	\$146,732.74	44.02%	\$63,893.21	0.00%	5.26%	
	Dec	61	3.49%	\$219,181.49	62.73%	\$110,859.87	20	4.77%	0.00%
	Jan	65	4.08%	\$231,844.93	60.71%	\$85,028.20	25	4.19%	5.26%
	Feb	36	2.02%	\$111,702.25	35.37%	\$27,108.74	16	3.76%	0.00%
	Mar	10	0.71%	\$40,299.88	41.54%	\$15,731.27	2	1.01%	5.26%
	Apr	23	1.58%	\$95,967.53	56.31%	\$43,887.84	0.87%	0.00%	
Nicholas Felton	Jul	83	5.23%	\$288,774.09	54.24%	\$144,810.22	14	4.19%	21.05%
	Aug	9	0.11%	\$1,441.40	100.00%	\$1,441.40	0.00%	0.00%	
	Sep	6	0.65%	\$14,690.49	53.01%	\$8,247.27	0.00%	0.00%	
	Oct	31	0.33%	\$26,050.10	66.67%	\$20,593.90	2	0.29%	0.00%
	Nov	36	1.69%	\$74,130.55	62.58%	\$45,011.88	16	3.18%	0.00%
	Dec	82	2.23%	\$141,405.15	23.94%	\$21,340.79	10	4.77%	0.00%
	Jan	90	5.01%	\$257,717.69	45.19%	\$96,635.24	28	8.24%	0.00%
	Feb	1	5.50%	\$265,051.26	65.52%	\$147,635.17	5	1.88%	10.53%
	Mar	1	0.11%	\$3,834.77	98.97%	\$3,781.65	0.00%	0.00%	
	Apr	2	0.22%	\$17,355.45	34.19%	\$8,289.47	0.00%	15.79%	
Lynn Pahl	Jul	6	0.33%	\$30,107.42	79.24%	\$25,212.78	0.00%	0.00%	
	Aug	5	0.27%	\$11,191.65	68.00%	\$5,214.65	0.00%	0.00%	
	Sep	12	0.76%	\$39,037.15	78.57%	\$29,938.86	7	1.01%	0.00%
	Oct	2	0.11%	\$3,491.75	38.76%	\$2,148.38	0.14%	0.00%	
	Nov	28	1.80%	\$105,018.19	70.54%	\$74,585.79	7	1.16%	15.79%

### Important Design Elements

Filtering

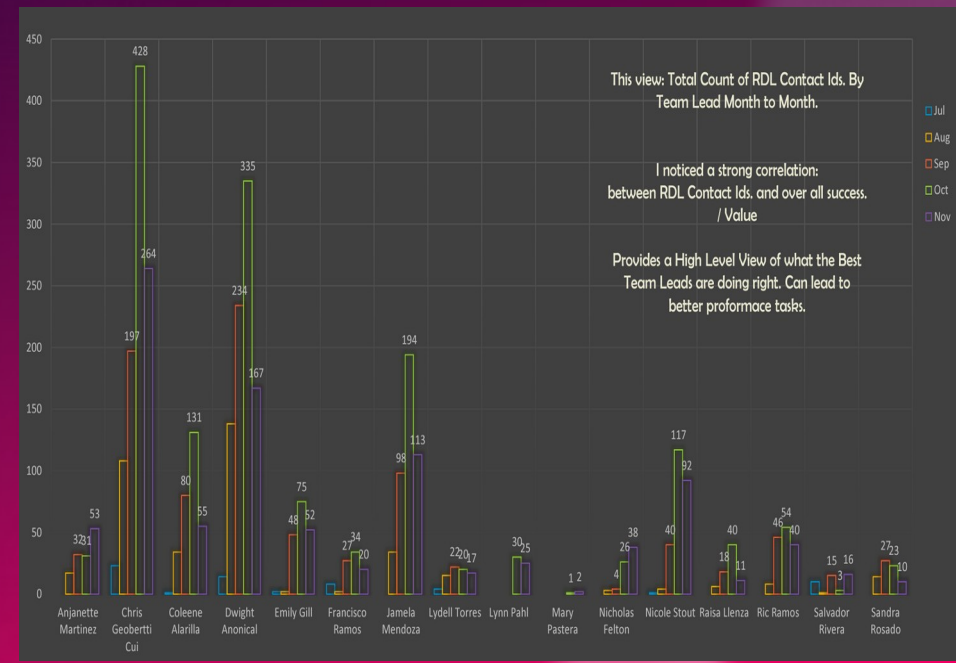
Month to Month Quick Compare

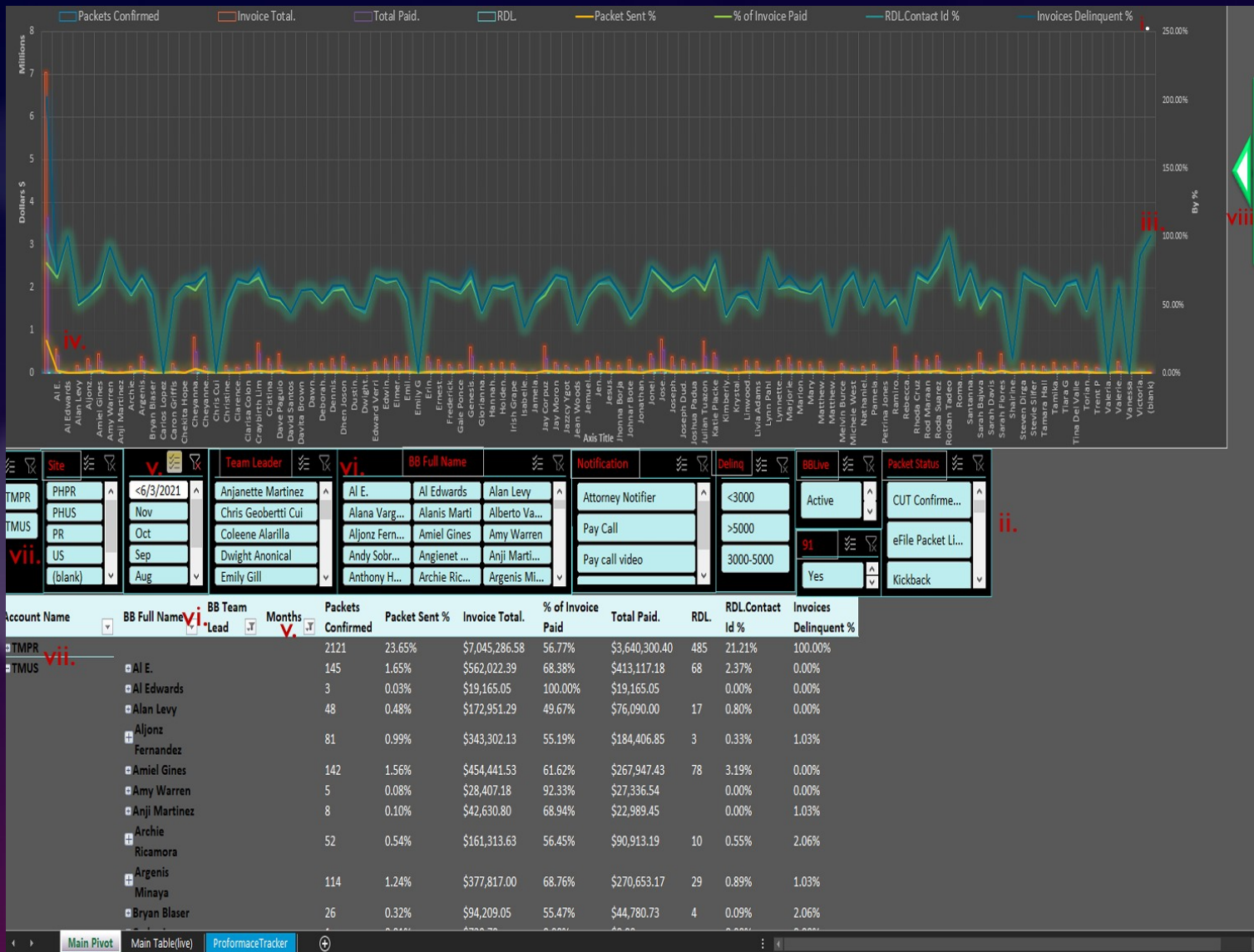
Compare TM to other TMs

Income Totals

RDL % Show Value Trends

Invoice Delinquent % based on Filtered Teams total





- i. Legend
- ii. Filter Buttons
- iii. Rate By %
- iv. Rate By Dollar Value
- v. Pivot Into Month
- vi. Pivot Into People
- vii. Pivot Into Place
- viii. Reset Chart