

Piano degli indicatori di bilancio
Indicatori analitici concernenti la composizione delle spese per missioni e programmi
Rendiconto esercizio 2016

MISSIONI E PROGRAMMI		COMPOSIZIONE DELLE SPESE PER MISSIONI E PROGRAMMI (dati percentuali)						
		Previsioni iniziali		Previsioni definitive		Dati di rendiconto		
		Incidenza Missioni/Programmi: Previsioni stanziamento/ totale previsioni missioni	di cui Incidenza FPV: Previsioni stanziamento FPV/ Previsione FPV totale	Incidenza Missioni/Programmi: Previsioni stanziamento/ totale previsioni missioni	di cui Incidenza FPV: Previsioni stanziamento FPV/ Previsione FPV totale	Incidenza Missione programma: (Impegni + FPV)/(Totale impegni + Totale FPV)	di cui incidenza FPV: FPV / Totale FPV	di cui incidenza economie di spesa: Economie di competenza/ Totale Economie di competenza
Missione 01 Servizi istituzionali, generali e di gestione	01 Organi istituzionali	0,15	0,00	0,15	0,00	0,01	0,00	0,75
	02 Segreteria generale	0,87	2,91	0,85	0,00	0,77	0,00	1,19
	03 Gestione economica, finanziaria, programmazione, provveditorato	5,02	0,00	4,71	0,00	4,91	0,00	3,83
	04 Gestione delle entrate tributarie e servizi fiscali	1,07	0,00	1,71	0,00	1,52	0,00	2,52
	05 Gestione dei beni demaniali e patrimoniali	5,87	0,00	7,73	0,00	7,30	26,14	9,55
	06 Ufficio tecnico	0,32	0,00	0,64	0,00	0,57	0,48	0,94
	07 Elezioni e consultazioni popolari - Anagrafe e stato civile	0,56	0,00	0,93	0,00	0,78	0,00	1,55
	08 Statistica e sistemi informativi	0,49	0,00	0,48	0,00	0,59	0,00	0,00
	09 Assistenza tecnico-amministrativa agli enti locali	0,00	0,00	0,00	0,00	0,00	0,00	0,00
	10 Risorse umane	17,18	5,44	19,25	6,72	21,31	4,45	10,48
	11 Altri servizi generali	3,16	3,64	2,67	7,06	3,08	7,73	0,95

Activity / Metric		Performance Indicators (KPIs)									
		Customer Satisfaction					Operational Efficiency				
		Target	Actual	Variance	Trend	Notes	Target	Actual	Variance	Trend	Notes
Customer Service	Net Promoter Score (NPS)	75	78	+3	Up	Feedback positive	90	88	-2	Stable	Feedback loop active
	Customer Effort Score (CES)	4.5	4.7	+0.2	Up	Reduced friction	5.0	4.9	-0.1	Stable	Streamlined process
	First Contact Resolution (FCR)	85%	87%	+2%	Up	Training effective	90%	89%	-1%	Stable	Consistent performance
	Customer Retention Rate (CRR)	92%	93%	+1%	Up	Loyalty program impact	95%	94%	-1%	Stable	Product quality
	Churn Rate	8%	7%	-1%	Down	Identify at-risk	5%	6%	+1%	Up	Retention strategy
	Service Quality Index (SQI)	8.0	8.2	+0.2	Up	Consistent performance	8.5	8.4	-0.1	Stable	Regular surveys
	Complaint Resolution Time (CRT)	24h	22h	-2h	Down	Process improvement	30h	28h	-2h	Down	Automation impact
	Customer Satisfaction Score (CSS)	8.5	8.7	+0.2	Up	Regular surveys	9.0	8.9	-0.1	Stable	Feedback loop active
	Repeat Purchase Rate (RPR)	70%	72%	+2%	Up	Product quality	75%	74%	-1%	Stable	Upselling success
	Customer Lifetime Value (CLV)	\$120	\$125	+\$5	Up	Upselling success	\$110	\$108	-\$2	Stable	Product quality
Operational Performance	Order Fulfillment Rate (OFR)	98%	99%	+1%	Up	Inventory management	95%	96%	+1%	Stable	Logistics efficiency
	Inventory Turnover Ratio (ITR)	5x	5.2x	+0.2x	Up	Optimized stock	5.0x	4.9x	-0.1x	Stable	Supplier negotiations
	Production Cycle Time (PCT)	48h	45h	-3h	Down	Automation impact	50h	48h	-2h	Down	Energy consumption
	Defect Rate (DR)	0.5%	0.4%	-0.1%	Down	Quality control	0.6%	0.5%	-0.1%	Down	Compliance score
	Cost of Goods Sold (COGS)	\$1.2M	\$1.1M	-\$0.1M	Down	Supplier negotiations	\$1.3M	\$1.2M	-\$0.1M	Down	Equipment downtime
	Logistics Efficiency Score (LES)	8.0	8.2	+0.2	Up	Route optimization	8.5	8.4	-0.1	Stable	Warehouse capacity
	Warehouse Capacity Utilization	85%	88%	+3%	Up	Space optimization	90%	89%	-1%	Stable	Energy consumption
	Equipment Downtime (EDT)	2%	1.5%	-0.5%	Down	Maintenance schedule	3%	2.5%	-0.5%	Down	Compliance score
	Energy Consumption per Unit (ECU)	150kWh	145kWh	-5kWh	Down	Energy audit	160kWh	155kWh	-5kWh	Down	Compliance score
	Compliance Score (CS)	9.5	9.6	+0.1	Up	Audit results	9.0	9.1	+0.1	Stable	Audit results

Plan for the year 2024

Report for the year 2024

Category		Actual	Target	Variance	Comments
Revenue	Revenue from sales	100	100	0	
	Revenue from services	50	50	0	
	Revenue from licensing	20	20	0	
	Revenue from advertising	10	10	0	
	Revenue from other sources	20	20	0	
	Revenue from sales	100	100	0	
	Revenue from services	50	50	0	
	Revenue from licensing	20	20	0	
	Revenue from advertising	10	10	0	
	Revenue from other sources	20	20	0	
Expenses	Operating expenses	80	80	0	
	Marketing expenses	10	10	0	
	Research and development	20	20	0	
	General and administrative	30	30	0	
	Finance	10	10	0	
	Operating expenses	80	80	0	
	Marketing expenses	10	10	0	
	Research and development	20	20	0	
	General and administrative	30	30	0	
	Finance	10	10	0	
Total		20	20	0	

Category of Expenditure	Description of Expenditure	Financial year 2015-16						
		Actual Expenditure	Actual Expenditure	Actual Expenditure	Actual Expenditure	Actual Expenditure	Actual Expenditure	Actual Expenditure
Capital Expenditure	Capital Expenditure	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Capital Expenditure	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Revenue Expenditure	Revenue Expenditure	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Revenue Expenditure	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Expenditure	Total Expenditure	2.24	2.44	2.24	2.44	2.24	2.44	2.24
	Total Expenditure	2.24	2.44	2.24	2.44	2.24	2.44	2.24
Total Income	Total Income	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Income	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Surplus	Total Surplus	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Surplus	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Deficit	Total Deficit	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Deficit	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Balance	Total Balance	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Balance	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Expenditure	Total Expenditure	2.24	2.44	2.24	2.44	2.24	2.44	2.24
	Total Expenditure	2.24	2.44	2.24	2.44	2.24	2.44	2.24
Total Income	Total Income	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Income	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Surplus	Total Surplus	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Surplus	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Deficit	Total Deficit	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Deficit	1.12	1.22	1.12	1.22	1.12	1.22	1.12
Total Balance	Total Balance	1.12	1.22	1.12	1.22	1.12	1.22	1.12
	Total Balance	1.12	1.22	1.12	1.22	1.12	1.22	1.12

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Financial Statement of the Company									
Statement of Financial Position	Assets		Liabilities		Equity		Total		Notes
	Current Assets	Non-Current Assets	Current Liabilities	Non-Current Liabilities	Shareholders' Equity	Reserves	Total	Total	
1. Cash and cash equivalents	100						100	100	
2. Accounts receivable	200						200	200	
3. Inventory	150						150	150	
4. Property, plant and equipment		300					300	300	
5. Intangible assets		50					50	50	
6. Other non-current assets		10					10	10	
7. Accounts payable			150				150	150	
8. Long-term debt				100			100	100	
9. Shareholders' equity					100	200	300	300	
10. Reserves						200	200	200	
11. Total	450	360	150	100	300	200	1260	1260	