WORKBOOK GUIDE

Using the KRA and economics workbook

A short guide to Ampity-AI-Workforce-KRA-and-Economics.xlsx: what to enter, what it calculates, and how to read the result fairly.

What the workbook does

It compares the same body of work in two observation periods: before, done the current way, and after, done by an AI employee with human review. For both periods it calculates total cost and cost per accepted output. For the workforce period it also calculates the KRA rates: accepted output, rework, on-time delivery and escalations. It flags anything that makes the comparison unfair or incomplete, including a change in work mix.

Before you start

- Agree what an accepted output is for each responsibility, and how it is checked against your own records.
- Choose two observation periods of the same length, covering comparable work.
- Collect counts of outputs, accepted outputs and staff hours for the baseline period.
- Collect provider billing or usage records, software costs and the fees from your written proposal for the workforce period.

Tab by tab

Tab	What you enter	What it calculates
Start Here	Nothing	Instructions, legend and the fairness rules
Role Charter	Role, responsibilities, accepted output definitions, both period dates	Period lengths; responsibility names used on every other tab
Baseline Work	Outputs, accepted outputs, gross staff hours with rework and review, hourly cost, tools	Net production hours, staff cost, baseline cost per accepted output
Workforce Work	Outputs, accepted, due, on time, rework, escalations, human review and correction hours	Human time cost, completeness
Running Costs	Provider plans, extra usage, API, calling, software, platform fees, Ampity fees	Implementation share for the period, total workforce cost
KRA Scorecard	Optional agreed targets	Accepted output, rework, on-time and escalation rates
Decision Summary	A volume and work mix tolerance setting	Side-by-side results, volume and work mix checks, and status
Illustrative Example	Nothing needed	Invented numbers that show the format. Not linked to the other tabs

Yellow cells with blue text are inputs. Leave a cell blank until you know the number. Enter 0 only when the true value is zero.

How the numbers work

Key calculations

Result	How it is calculated
Baseline total cost	Gross staff hours × loaded hourly cost, plus tools used for the work. Rework and review hours are inside gross hours, so they are not added again.
Workforce total cost	Provider plans, usage, software and platform fees, the implementation share and management for the period, plus human review and correction time.
Implementation share	Scoped implementation fee × period months ÷ amortization term, capped at the full fee.
Cost per accepted output	Total cost ÷ accepted outputs. Shown only when every required input is entered and accepted outputs are above zero.
KRA rates	Accepted ÷ produced; needing rework ÷ produced; on time ÷ due; escalations accepted as complete ÷ escalations raised. Each shows a reason instead of a rate when the denominator is zero.

Reading the flags

Flag	Meaning	What to do
Not entered	A required input is blank	Fill in the input, or enter 0 if the line truly does not apply
Check	Inputs disagree, for example accepted above produced	Correct the counts or dates
Periods differ	Observation periods have different lengths	Use equal periods, or read per-30-day volumes
Volumes differ	Accepted volume changed by more than your tolerance	Compare with care; volume affects fixed costs per output
Work mix differs	Responsibilities make up different shares of accepted outputs	Compare like for like; a changed mix can move cost per output
Ignored: unnamed row	Inputs in a row with no responsibility named	Name it on the Role Charter, or clear it
Comparable with caution	Results exist, but a check failed	Resolve the checks before deciding

What the result does not show

The workbook compares measured cost and quality for the work and periods you enter. It does not prove savings beyond those periods, and it does not show that any person or role can be replaced. Read the KRA results alongside cost, and use your own judgement.

Next step

Walk through the workbook with Ampity in a role design session, using your own numbers.

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