

RES Key Account Dashboard



Change to Special Chem

Due to the change of GBU from "Rare Earth" to "Special Chem", the dashboard is in progress of being updated. Some KPI's will now include all RCS Special Chem Data (RES + Fluo). Some will only keep RES for the moment.

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Presentation

History

The Rare Earth Systems Key Account Dashboard (RES KA Dashboard) was built between December 2013 and February 2014 on request of Francois BELET and with a sponsorship by Arnaud WISNIA.

Scope

The intent of the dashboard is to offer a vision at **Key Account level** of several supply chain and commercial KPIs.

The dashboard includes data for the **Rare Earth System GBU only** (WW, all IECRA).

The dashboard includes data for the **current and previous years** (IE. between 13 to 24 months of data).

Access

The dashboard can be accessed via the Qlikview Access point and then selecting the "RES Key Account Dashboard"

<http://qlikview.solvay.com/index.htm>

Data update

The data in the dashboard is updated **every Monday at 7h30 Paris Time**

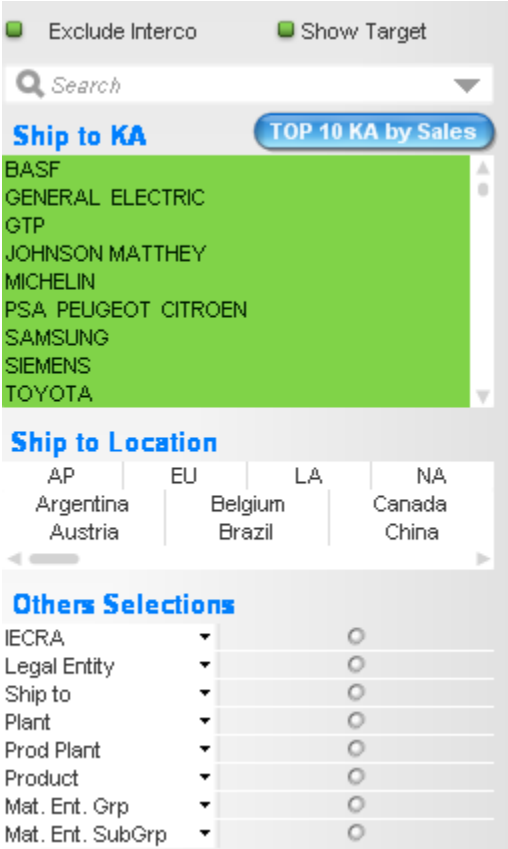
The dashboard keeps the **current year and previous year** history only.

Navigation

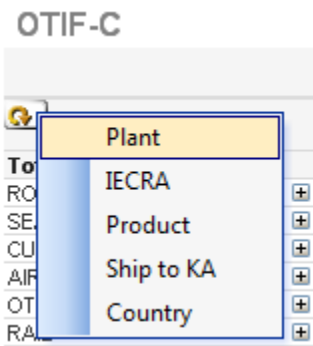
Left menu & dimensions

In this dashboard you will find several dimensions (or “Analysis fields”) that can be either used to filter data, or to display detail.

On the left side of the dashboard you will find the list of dimensions you can use to filter:



On most of the graphics, you will have an option to choose a dimension from the “Cyclic” selection:



Dimensions availability

Note that not all dimensions work for all KPI.

Below is the table showing which KPI work with which filters:

Dimension/KPI	OTIF-A	OTIF-C	LeadTime Respect	LeadTime Flexibility	Claims	Inventory	DOS	Overdues	Forecast Accuracy	PO Changes	PO Confirm/Speed
Ship to KA	X	X	X	X	X	* See Note3	* See Note3	*See Note6	X	X	X
Zone	X	X	X	X	X			* See Note4		X	X

Country	X	X	X	X	X			* See Note5		X	X
IECRA	X	X	X	X	X			X			
Legal Entity	X	X	X	X	X	X	* See Note1	X			X
Mat.Ent.Grp	X	X	X	X	X	X	X	X		X	X
Mat.Ent.Sub Grp	X	X	X	X	X	X	X	X		X	X
Plant	X	X	X	X	X	X	* See Note2			X	X
Prod Plant	X	X	X	X	X	* See Note3	* See Note3	X		X	X
Product	X	X	X	X	X	X	X	X	X	X	X
Ship to	X	X	X	X	X			* See Note5		X	X
Delivery Type	X	X	X	X							
Interco		X			X						
Motives					X						
Status					X						
Resolution Plant					X						
Severity					X						
GL Account Sub Type						X					
Valuation Class						X					

Example: if you filter on an "IECRA", the Inventory report will not work properly. This is because the IECRA is a sale dimension and has no corresponding dimension in the inventory data.

Note 1:

Careful when looking at the legal entity in the DOS as the DOS is calculated from Sales and Inventory and the legal entity notion is different between the 2 (Sales = Invoicing entity, inventory = entity owning the inventory).

Note 2:

Careful when looking at the plant in the DOS as the DOS is calculated from Sales and Inventory and the plant notion is different between the 2 (Sales = plant, inventoryplant where the goods are stored, or plant of the transit).

Note 3:

As Inventory is not normally assigned to a given Key Account or customer, this is assigned using a special coefficient. Please check the Inventory detailed documentation for more explanations.

Note 4:

In the case of the account receivables data, the zone is not the zone of the SHIP TO, but the zone of the legal entity which owns the account receivable (invoicing legal entity)

Note 5:

In the case of the account receivables data, the Ship To and Country are not the Ship to, but the customer from the invoice (and country of that customer).

Note 6:

In the case of the account receivables data, the Ship to KA is actually the "Customer Group".

About the Key Account (KA)

The Key Account (or KA) is the main dimension in this dashboard.

What is it ?

1. Key Account is a grouping of customers. As in SAP a customer (Ship to) is created for a location/address (Ex : BASF in Shanghai, BASF Paris), you can have many different customers in SAP for a single account. The objective of the Key Account grouping is to allow to show the KPIs for all the locations of a single account called "Key Account" (Ex : BASF Paris and BASF Shanghai are grouped under a unique BASF Key Account)

Ship to KA	Ship to
BASF	Basf Catalysts (Shanghai) ...
	Basf Catalysts India Private...
	Basf Catalysts Llc
	Basf Sa
	Basf South Africa Pty Ltd
	Brenntag Ingredients (Thail...
	Fujiunyu Corporation Futaba...
	Heesung Catalysts Corporat...
	Maeyama Soko Co Ltd Iwai...
	Spedition S.Neumann

How is it defined ?

The Key Account is defined for each combination of "Material + Ship to". Potentially a Ship to could be linked to several Key Accounts for different materials.

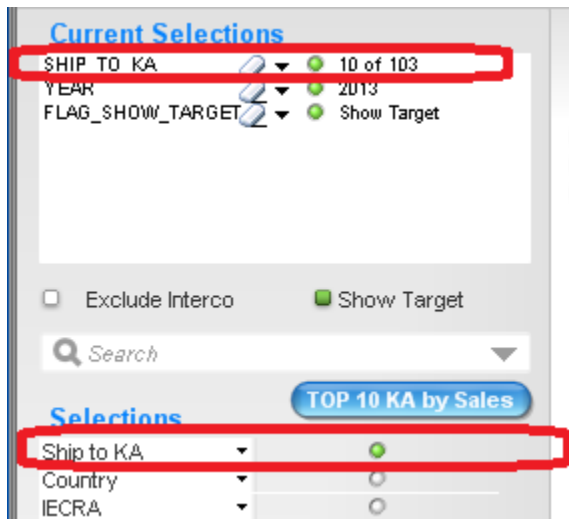
Default selection

By default when you open the dashboard only the "TOP 10" Key Accounts are selected.

The Top 10 is calculated based on the total sales value in the past 2 years.

You can remove the default top 10 selection by removing the filter on the "Current Selections" screen.

You can come back to only selecting the top 10 by clicking on "TOP 10 KA by Sales" button on the right side bar



About the excluded Materials

On all the KPI's **except Overdues & Claims** there is a list of materials that are excluded completely.

Those materials are excluded because they are :

- Commodities (for which these KPIs are not followed)
- Samples/In Development products.

List of excluded materials :

Material Code	Material name
119868	DPR ZIRCONIUM NITRATE

119869	DPR THORIUM OXYDE
119870	DPR THORIUM SALTS
119871	DPR CERIUM CARBONATE
119872	DPR CE LA PR ND CARBONATE
119873	DPR OTHER RE COMPOUNDS WITH CERIUM
119874	DPR RE OXYDE OR SALTS WITHOUT CERIUM
119875	DPR OTHER COLORING MATERIAL
119876	DPR PHOSPHOR
119877	DPR FUELS ADDITIVES
119878	DPR PREPARATIONS CHEMICAL INDUS. OTHER
119879	DPR ALUMINIUM OXIDE - SA<350m2/g
125831	DPR POLISHING POWDERS
126145	DPR NON SUPPORTED CATALYSTS - OTHER
126392	DPR ALUMINUM OXIDE - SA>350
126394	DPR CE/LA CARBONATE

Dimensions definitions

Dimension	Description	How it's defined
Delivery Type	The type of dispatch: Air, Road, Pickup...	Defined in each delivery.
GL Account Sub Type	General Ledger Account Sub type. Classification of the inventory in "On hand" (in site MM stock) or "In Transit" (FI inventory)	Defined for each GL account.
IECRA	The market of the sale.	This is defined for each Sales Order by the Distribution Channel and the Division
Legal Entity	Company of the invoice (overdues) or of the plant (Inventory)	
Mat.Ent.Grp	Material Enterprise Group. Grouping of several products	Defined at GBU level by the data administrator for each material.
Mat.Ent. Sub Grp	Material Enterprise Sub Group. Grouping of several products	Defined at GBU level by the data administrator for each material.
Motives	Motive of the claim (Packaging, delivery...)	Defined in each claim
Plant	The delivery plant (plant shipping the goods) *For inventory, it's the plant where the goods are stored.	
Prod Plant	The production plant of the material.	This is defined by the data administrator for each "Material+Plant" key. Each material/plant can have only 1 production plant. Note that this means this is not the actual production plant but the one defined in the master data.
Product	Grouping of materials as Commercial Products	
Resolution Plant	Plant that solved the claim.	
Severity	Severity of the claim (Standard, Critical...)	Defined in each claim
Ship to	The customer to who the goods were shipped.	
Ship to Country (or "Country")	Country where the goods were shipped.	It's defined for each Ship To customer.
Ship to KA	Ship to Key Account. This is a grouping of several customers into a "Key Account" group	The Key Account is defined for each "Material + Ship to" key and managed at group level by the data administrators.

Ship to zone (or "Ship to Location")	Geographical zone of the Ship to Customer	
Status	Current status of the claim (Open or closed)	"Open" unless claim status is "Closed" (all other smart status are grouped under Open)
Valuation Class	Classification of the inventory into Finished Goods or Traded Goods.	Defined for each material in each plant.

Time dimensions

The dashboard includes data for the previous and current years.

The period can be selected on the top via these 3 filters:

Year

2012

2013

Month

01

02

03

04

05

06

07

08

09

10

11

12

Month Year

○

By default the period shown in the tables and graphics is the year/month, but it can be changed via this selection:

Time Dimension

☐ Year
☒ Year Month
☐ Year Quarter
☐ None

Below is the table showing for each KPI the meaning of the period (more details in the individual KPI details page):

KPI	Date for time dimension
OTIF-A	Order First ATP Good issue Date
OTIF-C	Order last requested delivery date cust
LeadTime Respect	Purchase order date
LeadTime Flexibility	Despatch actual good issue
Claims	Claims Reception Date
Inventory	End of month stock (Posting date)
DOS	Inventory month & Sales month (see detail calculation)
Overdues	End of month balance (Posting date)
Forecast Accuracy	Order last requested good issue customer / forecast month
PO Changes	Sales Order Item creation date

Flags

☒ Exclude Interco
☒ Show Target

On the left menu, you can find 2 flags which can be de-activated:

Exclude Interco:*

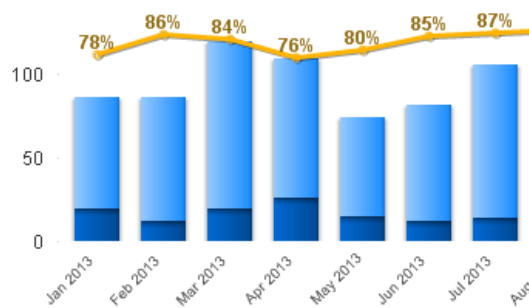
By default the KPIs will show no intercompany data. You can uncheck this so that some KPI will include intercompany (Some KPI have no intercompany even with this).

Currently only the OTIF-C and Claims include intercompany data.

Show Target

By default the targets are shown in the graphics (lines) and in the tables (colors). You can uncheck this to remove the target display (if any).

With targets: Without targets:



OTIF-C						
Delivery Type	May 2013		Mar 2012		Aug 2012	
	# Order Items	% OTIF A	# Order Items	% OTIF A	# Order Items	% OTIF A
Total	557	83%	488	85%	507	82%
AIR	22	89%	58	76%	66	68%
CUSTOMER PICK-UP	144	92%	121	90%	125	93%
OTHERS	21	67%	10	40%	7	43%
RAIL	2	100%	1	100%	-	-
ROAD	296	81%	256	89%	249	82%
SEA	72	86%	42	64%	60	77%

Note that targets are managed via an excel file directly by the Rare Earth KA Dashboard owner.

Tab & KPI definitions

Information

inks to the documentation (including this one)	Qlikview User Guide User Dashboard Documentation Technical Documentation (IS only)						
For each KPI a short description & reason	OTIF-C (Delivered) % of shipments delivered On Time & In Full,based on last requested delivery date. Measure if solvay respects the last agreed delivery dates and quantities. Read More						
List of evolutions/corrections	Evolutions <table><tr><th>Version Date</th><th>Version</th><th>Description</th></tr><tr><td>Dec 2013</td><td>V1</td><td>- Beginning of the project Definition of main KPI</td></tr></table>	Version Date	Version	Description	Dec 2013	V1	- Beginning of the project Definition of main KPI
Version Date	Version	Description					
Dec 2013	V1	- Beginning of the project Definition of main KPI					
Date of last data update	Last Refresh : 2/21/2014 2:46:14 PM						

List persons who have access to the dashboard

Who has access ?

BARDANAVE, Nadine
BELET, Francois
CAZAUX-EXTERIEUR, Frederic

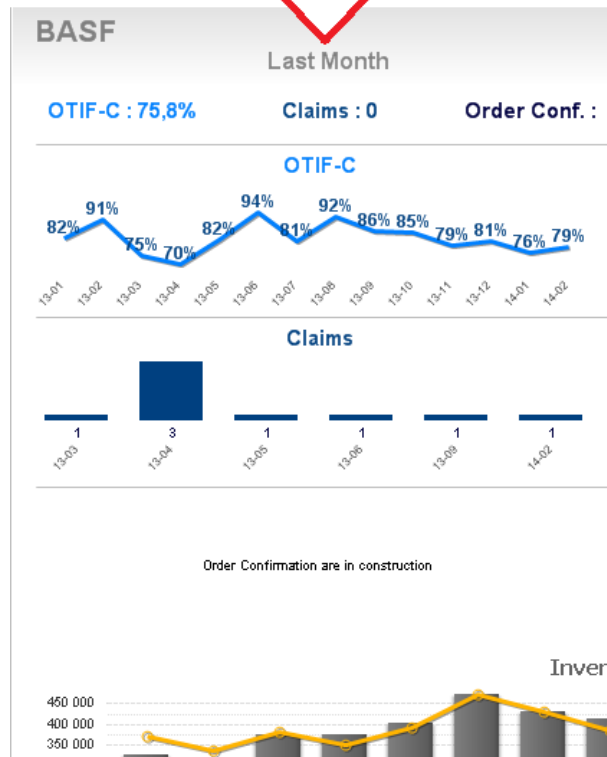
KA Focus Tab

The KA focus tab aims at showing a global view of each major KPI in a single screen without detail.

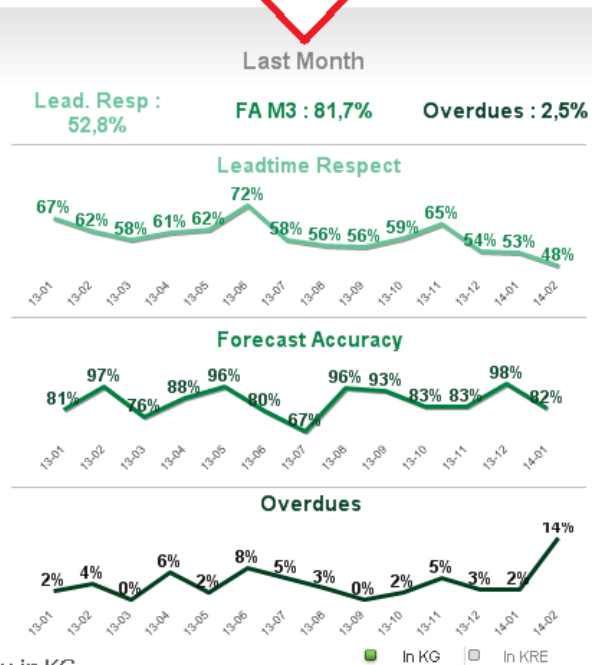
KPI are grouped into left and right columns. The left columns show our internal performances whereas the right column shows the customer performance.

KPI are shown as trends (you can choose display by month/quarter/year) or with a direct number showing the last month result.

Our performance

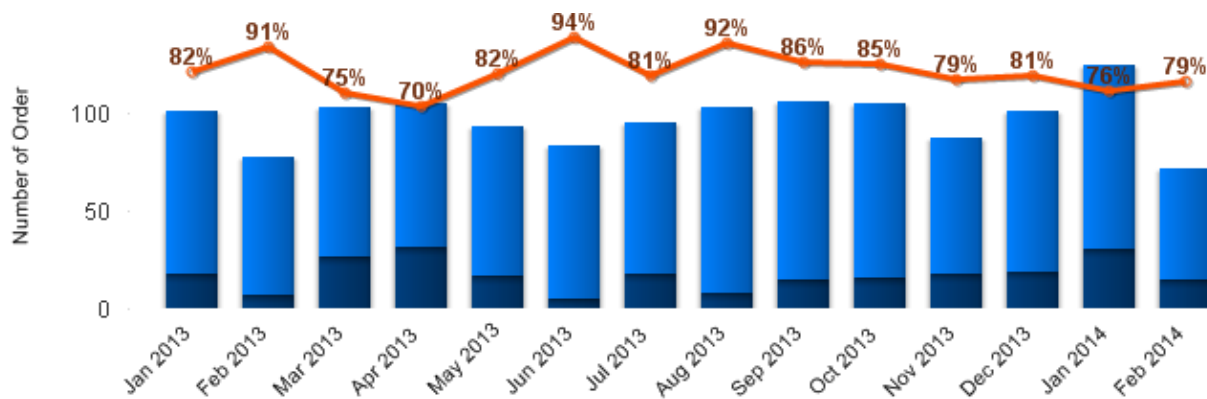


Customer performance



KPI overview

OTIF-C



The OTIF-C KPI is defined as the percentage of order items which are **On Time and In Full**

In time is based on the **last requested delivery date by the customer versus the date of end of shipment**

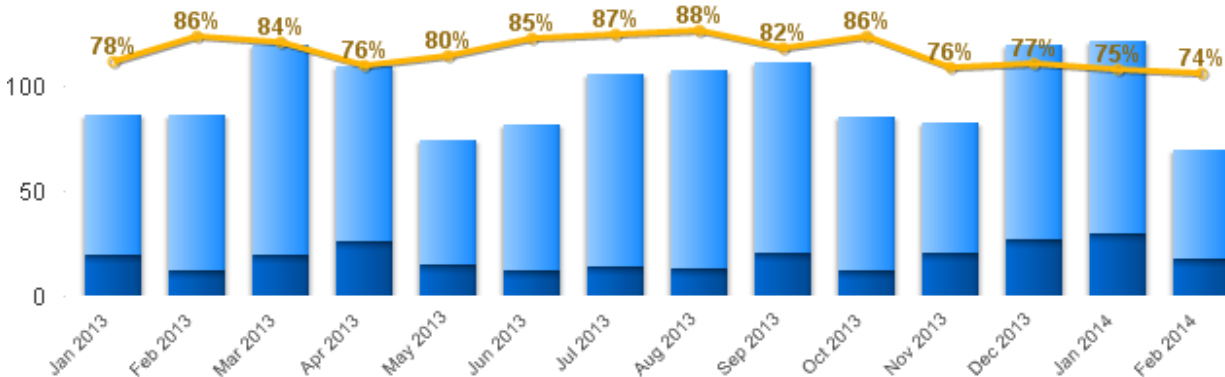
The period is the **last requested delivery date by the customer**

[See more details on OTIF-C](#)

Objective of the KPI

Does Solvay respect the last agreed delivery dates and quantities?

OTIF-A



Definition:

The OTIF-A KPI is defined as the **percentage of order items which are On Time and In Full**

In time is based on the **Order first ATP good issue date versus actual good issue**

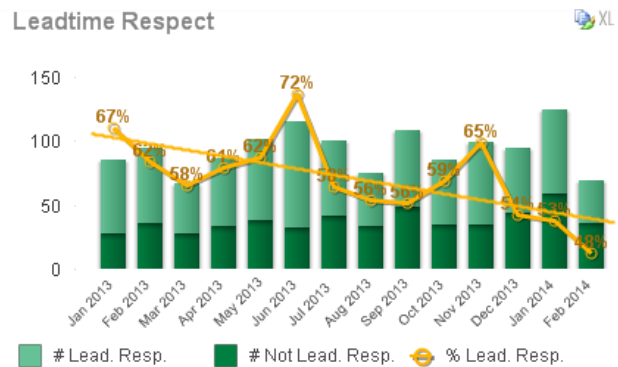
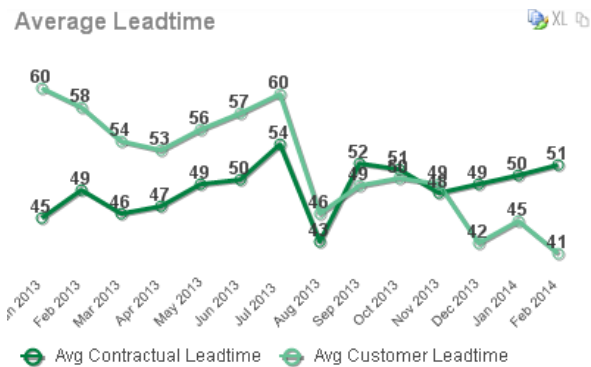
The period is based on the Order first ATP good issue date by the customer.

[See more details](#)

Objective of the KPI

Does Solvay meet the first requested date good-issue date?

Lead Time Respect by Customer



Definition:

The Lead Time Respect by Customer KPI shows the % of orders placed according to the agreed lead time. It is defined as the percentage of order items for which **the actual lead time was smaller than the contractual lead time**

The Lead Time is defined as the number of days between purchase order reception date and the first requested good issue.

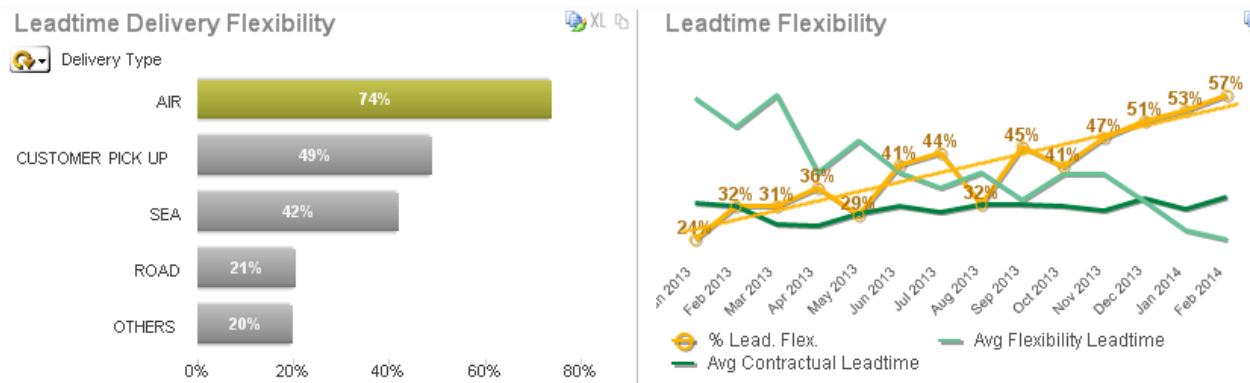
The period is the PO reception date. The contractual lead time is defined by the business for each KA.

[See more details.](#)

Objective of the KPI

Avoid expedited shipments and change-overs.

Lead Time Delivery Flexibility



Definition:
The Lead Time Delivery Flexibility KPI is defined as the percentage of order items for which the actual lead time was smaller than the contractual lead time

The Lead Time is defined as the number of days between purchase order reception date and Despatch actual good issue date.

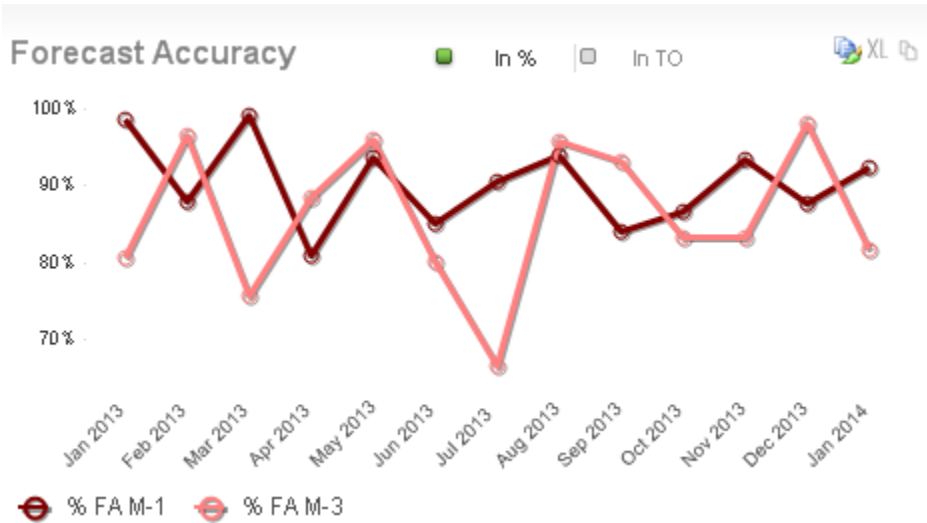
The period is based on the Despatch actual good issue date.

See more details.

Objective of the KPI

To demonstrate the flexibility of Solvay to the customer.

Forecast Accuracy



Definition:
The forecast accuracy (FA) is the rate of the forecasts transformed into orders. The forecasts used at the Pre-SOIP M-1 and M-3 which are compared with the Orders received.

The period is based on the Order last requested good issue by the customer.

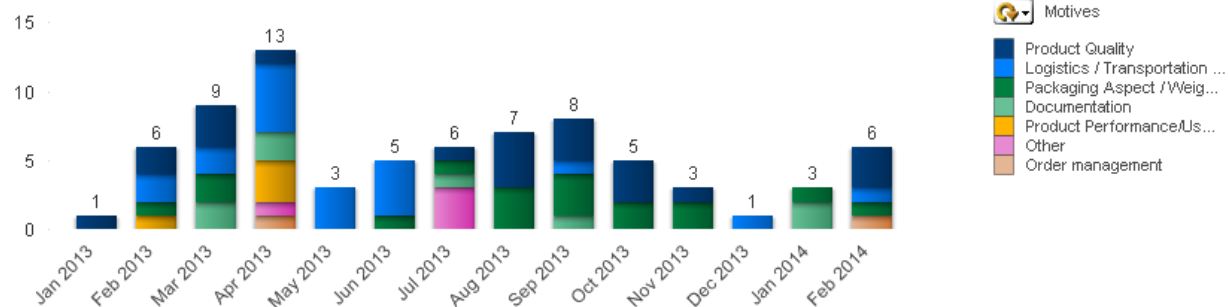
Objective of the KPI

To reduce the inventory and increase the useful capacity.

[See more details](#)

Claims

Claims



Definition:

The claims KPI is defined as the number of claims received.

The period is based on the claim reception date.

1. link to the RES SMART Complaints dashboard which is more detailed is provided:

See also

SMART COMPLAINTS DASHBOARD for Rare Earth Systems

[See more details](#)

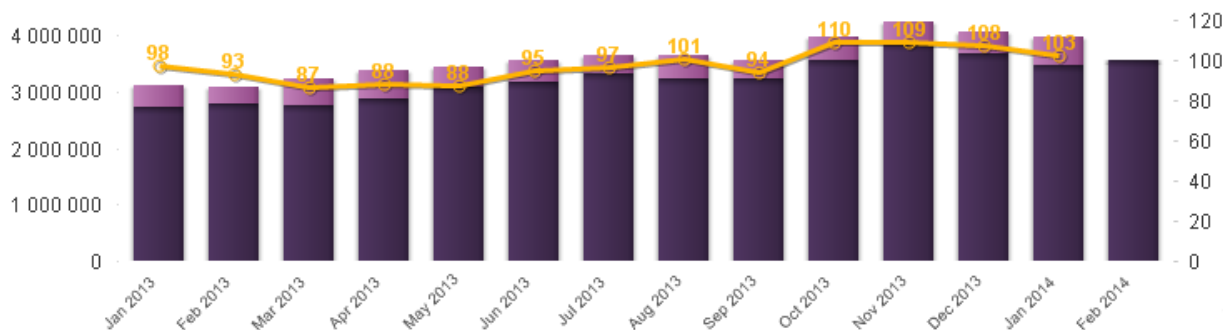
Objective of the KPI

Reduction of claims numbers by continuous quality improvement.

Inventory & DOS

Inventory & DOS in KG

Stock Unit : In KG



Definition:

This KPI shows both the inventory level at the end of each period in **KG or KRE** and the Days of Sales.

Only **Traded and Finished Goods** are considered.

Both **on hand** (plant stock) and* **transit*** are considered.

The Days of Sales show the average number of days of sales the inventory represents.

Inventory is **assigned to Key Accounts based on a special coefficient** (calculated from the sales).

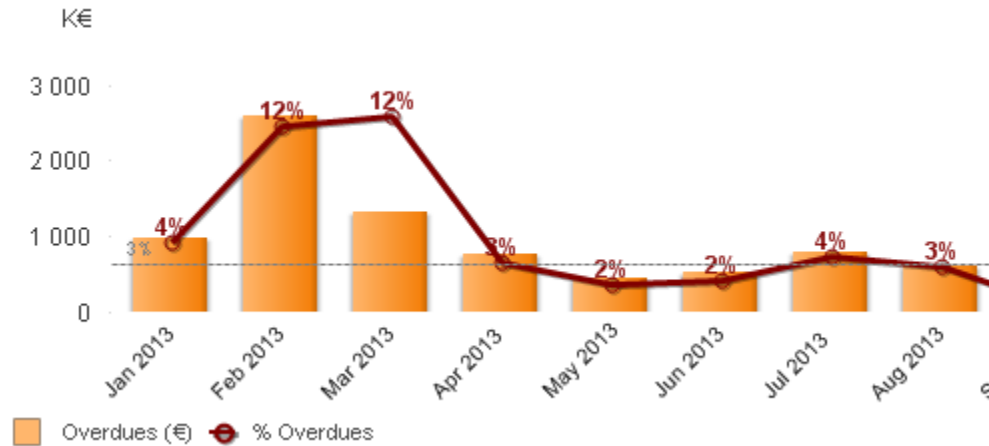
[See more details](#)

Objective of the KPI

Quality the impact of forecast accuracy/planning process.

Overdues

Overdues & AR



Definition:

Shows the Open Receivables, Overdues and % of overdues (over the total receivables) in EUR at the end of each period.

Includes only third party non-doubtful product sales (No service sales, no interco, and no doubtful receivables).

Period is the balance at the end of the Fiscal Period (posting of the invoice).

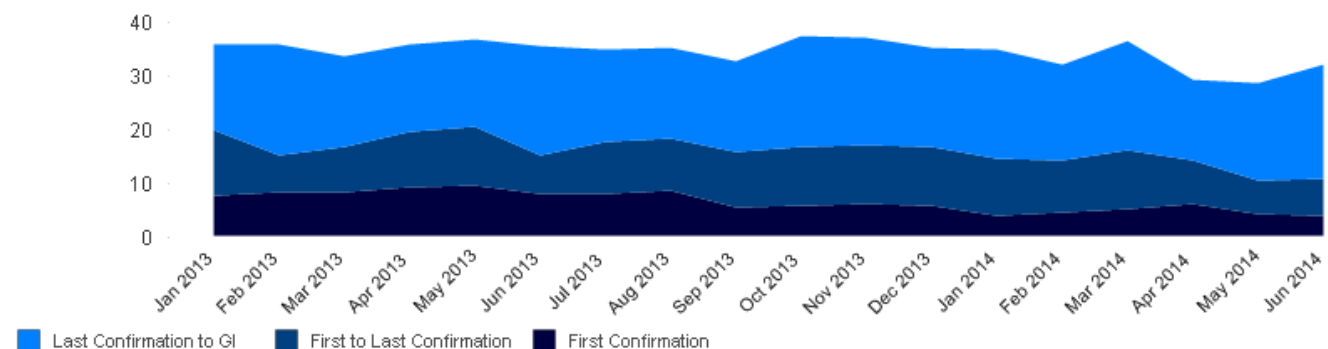
Objective of the KPI

Improve the cash and reduce the number of blocked orders.

[See more details](#)

PO Speed

PO Confirmation Speed



Definition:

Shows the "PO confirmation speed" defined as the average number of days between the order reception date and the confirmation to the customer.

The graphic shows for each site:

- The number of PO items considered represented by the size of the bubbles.
- In X the average number of days needed to confirm the orders
- In Y the percentage of order lines which are changed (at least 1 change)

Objective of the KPI:

Reduce the confirmation time (reduce confirmation speed) while confirming correctly (lower % of orders changed).

My report

The "My Report" sheet is there to allow you to get the details for each KPI.

This sheet acts as a "Pivot" table where you can choose the displayed dimensions and KPI:

- You can select several KPI or dimensions by holding "Ctrl":

Dimensions

- ☒ Ship to KA
- ☒ Order Line
- ☐ Zone
- ☐ Country
- ☐ IECRA
- ☐ Legal Entity
- ☐ Ship to
- ☐ Plant
- ☐ Product Plant
- ☐ Mat. Ent. Grp
- ☐ Mat. Ent. SubGrp
- ☐ Product
- ☐ Material
- ☐ Delivery Type
- ☐ Type Code
- ☐ Interco
- ☐ Type Forecast M3

KPI

- ☒ # OTIF-C
- ☐ # OTIF-A

Custom Table

Time Dimension	Ship to KA	Order Line	% OTIF-C
Oct 2013	AGC	0001586014/000010	100%
		0001618613/000010	100%
		0001620410/000010	Not
		0001620549/000010	100%
		0001625211/000010	100%
	AMPERE	0001599871/000010	100%
		0001599872/000010	100%
		0001618858/000010	100%
	BAIKOWSKI	0001618865/000010	100%
		0001563886/000010	100%
		0001577094/000010	100%
		0001632261/000010	Not
		0001632577/000010	100%
		0001532296/000020	100%
		0001555498/000010	Not
0001557554/000010		100%	

- You can drag/drop columns to change the order :

Time Dimension	Ship to KA	Order Line	% OTIF-C
-	AGC	0001586014/000010	100%
		0001618613/000010	100%
		0001620410/000010	Not
		0001620549/000010	100%
		0001625211/000010	100%
	0001599871/000010	100%	
	0001599872/000010	100%	

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- You can drag/drop columns and create a "Cross table" (In the example 2 KPI shown with the month in columns)

Time Dimension		Jan 2013		Feb 2013		Mar 2013	
Ship to KA	Order Line	% OTIF-C	% OTIF-A	% OTIF-C	% OTIF-A	% OTIF-C	% OTIF-A
	0001062624/000010	100%	Not	-	-	-	-
	0001448804/000010	-	-	100%	100%	-	-
	0001471513/000010	100%	100%	-	-	-	-
	0001471515/000010	-	-	100%	100%	-	-
	0001471521/000010	-	-	-	-	100%	100%
	0001491072/000010	-	-	100%	100%	-	-
	0001506598/000010	-	-	-	-	100%	100%

Maintenance & Non-RCS mappings

Overview and responsibilities

Some information in the dashboard is not available on any system and therefore has to be updated via excel file:

- The targets for each KPI (File "TARGET.xlsx")
- The contractual Lead Time (File "Contractual lead-time.xlsx")
- The "info" page descriptions (File "Information.xlsx")

The dashboard GBU owner is responsible about updating these files.

Note about Contractual Lead Time: at the time of the dashboard go-live the contract lead time was not yet available in the RCS system.

Files & Access

All files are found in this network folder:

\\FRPARQLAP01\RES KA - Target & Leadtime

Access is provided by the Reporting Competence Center. To request it, please contact the customer support team.