

# RES KA CLAIMS

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## Summary description

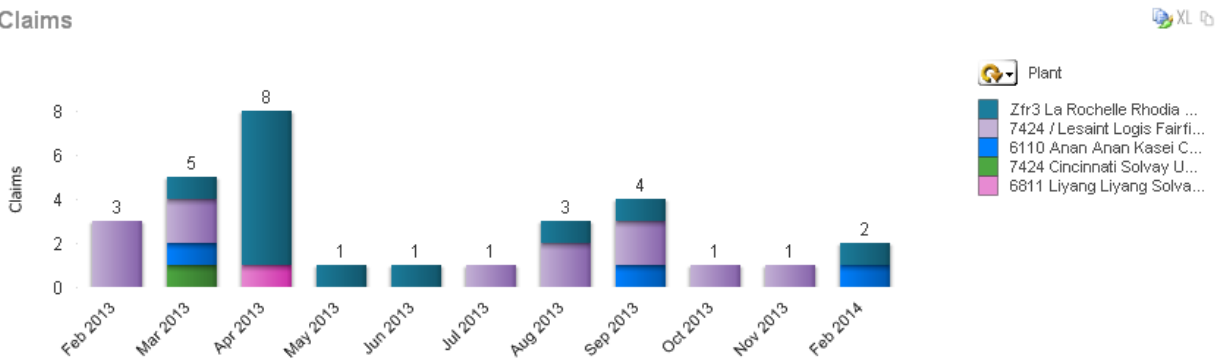
Claims KPI simply counts the number of claims received from the customers (internal or external).

## Detailed description

### Displays

### Graphic

Claims



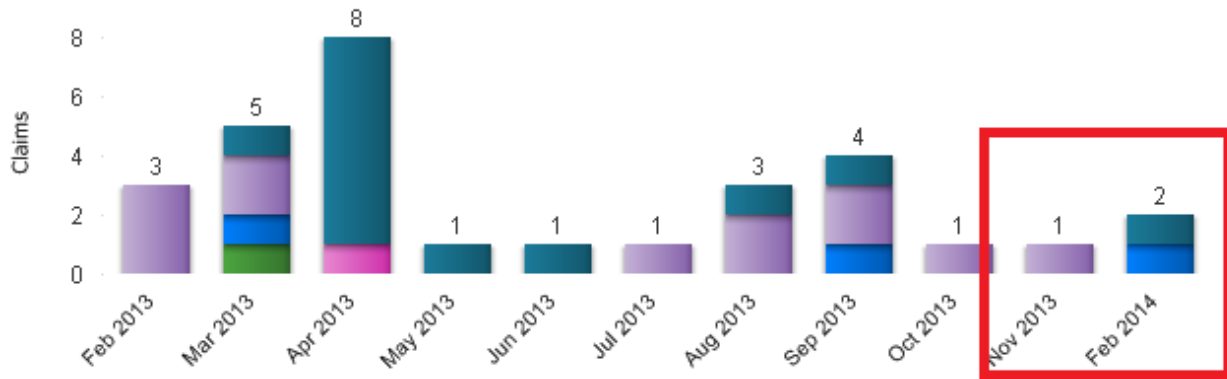
Graphic shows the number of claims received by period. The main analysis dimension can be changed via the cyclic selection on the top right corner:



**Important note** If during a period no claims were received, the period will not be shown at all!

Example below where no claims were received in December or January:

## Claims



## Detail Table

Claims XL

Plant	Total	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Feb 2014
<b>Total</b>	<b>30</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>
Zfr3 La Rochelle Rhodia Operations	13	-	1	7	1	1	-	1	1	-	-	1
7424 / Lesaint Logis Fairfield Solv...	12	3	2	-	-	-	1	2	2	1	1	-
6110 Anan Anan Kasei Co., Ltd.	3	-	1	-	-	-	-	-	1	-	-	1
6811 Liyang Liyang Solvay Rare E...	1	-	-	1	-	-	-	-	-	-	-	-
7424 Cincinnati Solvay Usa Inc.	1	-	1	-	-	-	-	-	-	-	-	-

Table shows the number of claims received by period.

1. cyclic on the left side of the table allows changing the main analysis axis.



**Important note** If during a period no claims were received, the period will not be shown at all!

## Time dimension

The period is based on the claim **reception date**.  
You can choose to display by Month, Quarter or Year.

## Status dimension

In this dashboard the status of the claim is simplified compared to the status in SMART.

Instead of 6 different statuses, in this dashboard there are only 2: Open or Closed.

SMART Claims Status	ES KA Claims Status
Not sent	Open
Ongoing 2/4	Open
Ongoing 3/4	Open
Ongoing 4/4	Open
Closed	Closed
Completed	Open

## Other Dimensions

Several dimensions are available for display or filtering.

See next chapter on how this information is determined.

Dimension	Description	From SMART	From Sales Order
IECRA	The market from the sales order		X
Legal Entity	Company invoicing the sales order		X
Mat.Ent.Grp	Material Enterprise Group. Grouping of several products		X
Mat.Ent.Sub Grp	Material Enterprise Sub Group. Grouping of several products		X
Motives	Motive of the claim (Packaging, delivery...)	X	
Plant	The delivery plant (plant shipping the goods)		X
Prod Plant	The production plant of the material.		X
Product	Grouping of materials as Commercial Products		X
Resolution Plant	Plant that solved the claim.	X	
Severity	Severity of the claim (Standard, Critical...)	X	
Ship to	The delivered customer from the sales order		X
Ship to Country (or "Country")	Country where the goods were shipped.		X
Ship to KA	Ship to Key Account. This is a grouping of several customers into a "Key Account" group		X
Ship to zone (or "Ship to Location")	Geographical zone of the Ship to Customer		X
Status	Current status of the claim (Open or closed)	X	

## Filters

- Only Rare Earth GBU claims are shown.
- Same filters as the detailed Claims Dashboard are used.

## Dimensions from the Sales Order

Some of the dimensions in the dashboard are not read directly from SMART due to being too often empty/inaccurate.

In order to get more accurate information, the dashboard will search for the Sales Order number and item in the SMART complain and then pull data from SAP.

As the Sales order information is not mandatory, the dashboard will follow the below logic:

1. If Sales Order was correctly entered it reads the data from SAP.
2. If Sales order was manually entered then it will try to fix it and read the data from SAP.
3. If Sales Order is found, it won't be able to get any data from SAP.

Examples of mapping:////

SMART Sales order	Result	Correct Sales order Number
WP14000001346807	OK	WP14000001346807
Empty	FAIL	
1380673	FIXED	WP14000001380673

Example of result: In the example below the first claim had no sales order information so the dashboard is able to get the resolution plant and status, but not the material or ship to.

Resolution Plant	Claims Status	Material	Ship to	# Claims
6811 Liyang...	Closed	-	-	1
7424 / Lesaint Logis Fairfield	Closed	000000000000106855 000000000000106897	Johnson Matthey Catalyst ... Johnson Matthey Pottstown...	1 1

## Target

There is no target shown on the dashboard.

## Getting the detail

You can get more details in 3 ways:

- By using the “My report” page of the dashboard. Note that you will not have the number of the claim.
- By using the full detail Claims Dashboard. The link is provided in the Claims page :

**See also**

[SMART COMPLAINTS DASHBOARD for Rare Earth Systems](#)

Note: access is needed. This can be request to the Helpdesk.

- In SMART itself via the Claims detail reports.