

SMART Complaints Dashboard

The SMART Complaints dashboard end user documentation can be found in 2 places :

- In the dashboard itself : Check the "Introduction" tab.

The screenshot shows the SMART Complaints Dashboard interface. At the top, there is a navigation bar with tabs: Introduction, How to, CCR, Processing Performance, General, Severity, Motives & Submotives, and Complaint Status. The 'Introduction' tab is selected. Below the navigation bar is the SOLVAY logo with the tagline 'asking more from chemistry®' and the SMA logo. The main content area is divided into a left sidebar and a main panel. The sidebar contains a vertical list of tabs: General Info, CCR, Processing Performance, General, and Severity. The 'CCR' tab is selected and highlighted. The main panel displays the 'CCR Analysis' section. It includes a description: 'This Tab display the monthly Analysis of CCR on differents dimensions (Plant Zone, Month Year, Business Units, Motives, Sumotives, Expedition Plant, Customer Zone...)' and a note: 'The calculation formula is the following one:'. The formula is presented as a fraction:
$$\frac{\text{Number of claims} * 1000}{\text{Number of order lines}}$$
. A note below the formula states: 'Note: For the Analysis by Motives, Sub-motives or Involved Process, the number of Order line corresponds to the total of Order lines (for all motives or all sub-motives...)'.

- In the google drive folder :

<https://drive.google.com/a/solvay.com/folderview?id=0B-X8cIlz-jyleVEzSjVUVEdjVGM&usp=sharing>