

SMART Complaints Dashboard

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

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

Introduction | How to | **CCR** | Processing Performance | General | Severity | Motives & Submotives | Complaint Status

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General Info

CCR

Processing Performance

General

Severity

CCR
CCR Analysis

This Tab display the monthly Analysis of CCR on different dimensions (Plant Zone, Month Year, Business Units, Motives, Submotives, Expedition Plant, Customer Zone...)

The calculation formula is the following one:

$$\frac{\text{Number of claims} * 1000}{\text{Number of order lines}}$$

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>