EMEA Cash Collection Quality Check

Tasks to be completed when creating an operating procedure (from creation to publication)

1. **Enter the Title of the procedure: Description of the operating procedure - Region (*APAC, EMEA, LAM, NAM*) - Country (*Optional*) - ERP (*PI1, PF1, WP1*)**

2. **Add the following Labels:**
    - **Region: apac, emea, lam, nam**
    - **ERP: pf1**, pi1, wp1
    - **Domain & Process using the List of labels to be used in the space OtC**
3. **Fill all fields as described**
4. **SAP transactions :**
    a. **notify them on the right : References , Link the SAP transaction name notified here with the SAP transaction page registered in the file (page adress)**
    b. **notify the transaction SAP inside the document in the appropriate place and add a macro : Include Content - Search the name of the page and Save**
5. **Once the procedure is completed, publish it using the SBS-OtC approval workflow**

Scope

ERP

PI1 PF1 WP1

References

Forecast Report

Diagnosis Report

Operational Dashboard

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1. Objective and Scope

The procedure describes how to perform quality control in the Collections Team of the Lisbon Service Center.

The scope of this procedure is the Lisbon Cash Collection activities for all EMEA customers under its scope. The analysis is based on SAP, Freshdesk as well as other sources (e.g. Data Studio reports).

Designated Team members must complete the excel file displayed in chapter 3 with the total number of samples/tasks analyzed as well as the number of errors detected and corrective actions defined.

2. Cash Collection Quality Indicators

The quality check includes 4 indicators: promises to pay created, Freshdesk tickets closed, risk comments from the Forecast report as well as justification comments from the Diagnosis report. A sample (number specified below) of each one of them is to be extracted for each team member on a regular basis (weekly / monthly, specified below) to assess if defined procedures were followed.

It is necessary to extract the below mentioned number of samples following 4 indicators from each team-member (depending on the nº of tasks performed) and analyze if the procedures specified in the Best Practises Guide were followed:

1. **Promises to Pay created – 2 samples per each team member – weekly check for newcomers (less than 18 months in the team) & monthly check for the rest of the team members;**
2. **Freshdesk Tickets closed – 1 sample per each team member – weekly check for newcomers (less than 18 months in the team) & monthly check for the rest of the team members;**
3. **Risk comments on the Forecast report – 2 samples per each team member - monthly check, right after sending the Forecast (ideally on the same day)**
4. **Justification comments on the Diagnosis report - 2 samples per each team member - monthly check, right after sending the Diagnosis (ideally on the same day)**

2.1 Promises to Pay created

Go to the Operational Dashboard (page 3); on the Status field select “Promised to pay”. Select randomly 2 lines for each team member and assess if the procedures specified in the Best Practises Guide were followed.

2.2 Freshdesk Tickets closed

Select randomly 1 ticket for each team member from the Freshdesk report on Closed tickets. For each sample assess if the procedures specified in the Best Practises Guide were followed.

2.3 Risk comments on the Forecast report

Go to the Forecast report and for each team member select randomly 2 comments (preferably for the top amounts) under their name. Assess if the procedures specified in the Best Practises Guide were followed.

2.4 Justification comments on the Diagnosis report

Go to the Diagnosis report and for each team member select randomly 2 comments (preferably for the top amounts) under their name. Assess if the procedures specified in the Best Practises Guide were followed.

3. Publishing the results

Once the samples have been analyzed, it is necessary to register the results and inform the concerned team members in case the procedure was not correctly followed based on the criteria specified above for each indicator.

The results must be recorded in the Quality Check folder stored in the Google drive: Quality Check

Whenever the sample assessed is not in compliance with the procedure an e-mail must be sent to the concerned team member copying the Team Leader and displaying the evidence as well as defining corrective actions to be taken. The Team Leader can decide to speak himself with that specific person before instead of sending the email.

Examples of outstanding quality are to be shared with all the team members: whenever a sample was identified where all the procedures were followed in an exceptional manner and which can serve as a good practices example for the Team, an e-mail is to be sent to all the team members displaying the evidence.

At the end of each month global quality check results are to be presented using Data Studio.

End of Procedure.