

RES Key Account Dashboard

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General presentation

The project

This dashboard is the result of the "RES Key Account Dashboard" IS project.

Code : 3297

GBU / Function / SBS	Rare Earth Systems	BRM	Andrew Tan
Project Cost (k€)	61 (Including 46 SBS)	Customer / Requestor	Francois Belet
Requested Start Date	October 2013	Sponsor / Approval	Wisnia Arnaud
Requested Go-Live Date	February 2014	Project Manager	David Tonda
ROI/Stake	10 Months (7 days a month)	Pay Back Period	

Initial description of the project request :

"With the changing dynamics of the markets, pricing alone will not suffice. Key differentiation is enhanced customer centric service levels. KA management with customers must take decisions based on facts and ability to communicate with customers without prohibitive efforts. Views need to be global and to be able to see the real issue quickly, to sustain agreed service levels between the business and customers. Today this is not possible.

The necessary KPIs are compiled manually on a monthly basis and send widely (BU, SC, Management) but the manual consolidation and formatting / data crunching is too heavy, slow, recurrent and prone to human error.

The project aims at improving the productivity by automatizing that workload and allowing business to access this information quickly, directly formatted and up to date.

The dashboard exists ultimately to support and enhance business in its relationships with customers, responding in timely fashion and to even challenge customers' wrong perceptions."

Project team

David Tonda	IS project manager
Eric Fournel	Development of the QV side
Frederic Cazaux	Development of the BO sources
Shun Hui Chua	Development of the BW sources
Andrew Tan	RES Business Project Coordinator
Sandra Silveira	Expertise on some of the OTC KPI.

Nadine Bardanave	Expertise from existing Piloting & tools dashboards
Francois Belet	Projet requestor & main key user (Dashboard Owner)
Laurent Thiault	Second main key user for all supply chain topics
Catherine Yezeguelian	Key User for Claims
Celine Duculot	Key User for Forecasting Accuracy
Florent Bourachot	Key User for finance (Overdues)

Access for the dashboard

The access on this dashboard is "all or nothing". There is no way to restrict the access inside the dashboard.

Access is to be approved by the dashboard owner.

Linked dashboards

The main dashboard (Production) is RES Key Account Dashboard

The development version of the dashboard is RES Key Account Dashboard DEV

Source location & documentation

You can click on the "Name Source" Links to get to the detailed documentation page.

Source Type	Location	Name Source	Filter	Dashboard Location	Time perimeter
BO	\\Frpardadm01\qv_extractions\QV_RES_KA	QV_RES_KA_FORECAST_ACCURACY_RESWWPPS-SAFIR_001.XLS		Forecast Accuracy	Y-1 & Y
		QV_RES_KA_LEAD_TIME_CUSTOMER_RESWWPPS_001.XLS	not isnull ((Lead Time (Customer Respect)))	Leadtime Respect	Y-1 & Y
		QV_RES_KA_LEAD_TIME_DELIVERY_RESWWPPS_001.XLS	not(isnull((Lead Time (Delivery Flexibility))))	Leadtime Flexibility	Y-1 & Y
		QV_RES_KA_MASTER_DATA_REWWPPS_001.XLS		All tab (Mapping file)	Mapping
		QV_RES_KA_OTIF_A_REPORT_RESWWPPS_001.XLS		OTIF-A	Y-1 & Y
		QV_RES_KA_OTIF_C_REPORT_RESWWPPS_001.XLS		OTIF-C	Y-1 & Y
		QV_RES_KA_SALES_VALUE_QTY_REWWPPE_001.XLS		Sales	Y-1 & Y
BO	\\Frpardadm01\qv_extractions\QV_COMPLAINT_NEW	QV Complaint by GBU CWWPPS ZSECT00068.XLS		Claims	
SMART	Initial Catalog=HistoSMART Data Source=FRPARSMBP1	HistoSMART.dbo.'QV_COMPLAINT'	CPNT_ENTR = 'ENTRP00003' AND Year (CPNT_DATE_RECPC) >= Year(today())-1	Claims	Y-1 & Y
MANUAL FILE	\\FRPARQLAP01\RES KA - Target & Leadtime	Contractual lead time.xlsx	We save leadtime value for each month. Data are stored for each month	Leadtime Respect & Leadtime Flexibility	Mapping
		Dashboard Version.xlsx	Information		
		TARGET.xlsx		According to values in the file TARGET	
ARIS	\\FRPARQLAP01\\$\Qlikview Storage\Private Data\Source Documents\In Production\ARIS_DATA\RES	poChange.CSV		PO Changes	Y-1 & Y
		poSpeed.CSV		PO Speed	Y-1 & Y
BW	CUB_FIAR1	QVMS_BW_QRY_CUB_FIAR1_0003	[_1__RCS_G_B_U_Key] = 'ZSECT00068'	Overdues	Y-1 & Y
	MPR_WC02	QVRESSC_BW_QRY_MPR_IC002_0011		Stocks	Y-1 & Y

Join between sources

Source	Key Source	Attached Key	Attached source	Attached Data	Attribut Name in dashboard
Leadtime Respect	[Ship to code]- [Material code]- Month Year	Contractual lead time.xlsx	[Lead time days]	CONTR_LEADTIME	
Leadtime Flexibility					

SMART Claims	CPNT_ORDR_N B& CPNT_LINE_NB	[Order Number Smart]& SubField([Order and line number],7,2)	QV Complaint by GBU CWWPPS ZSECT00068.XLS	[IECRA code], [Material code], [Despatch plant code], [Ship to code], [Legal company code]	IECRA_KEY, MATERIAL_KEY, PLANT_KEY, SHIP_TO_KEY
QV Complaint by GBU CWWPPS ZSECT00068.XLS	[IECRA code]	QV_REF structure axis RCS CWWPPE.XLS	[IECRA name]		IECRA_LABEL_CL
Forecast Accuracy, Leadtime Respect, Leadtime Flexibility, OTIF-A, OTIF-C, Claims, Sales, PO Speed, PO Changes	[Ship to code]- [Material code]	QV_RES_KA_MASTER_DATA_REWWPPS_001.XLS	[Ship to KA name]		SHIP_TO_KA
	[Ship to code]		[Ship to name], [Ship to country code], [Ship to country name], [Ship to geographical zone code]	SHIP_TO_LABEL, SHIP_TO_CTRY_KEY, SHIP_TO_CTRY_CL, SHIP_TO_ZONE	
	[Material code]		[Production plant name], [Product name],[Material ENT group name], [Material ENT subgroup name]	PROD_PLANT_LABEL, PRODUCT_LABEL, MAT_ENT_GRP_LABEL, MAT_ENT_SUBGRP_LABEL	
Stocks			[Ship to KA name], [Production plant name], [Product name],[Material ENT group name], [Material ENT subgroup name]		SHIP_TO_KA, PROD_PLANT_LABEL, PRODUCT_LABEL, MAT_ENT_GRP_LABEL, MAT_ENT_SUBGRP_LABEL

- For Stock data, Ship to KA is defined just with the material code. We join stock value with all KA wich are connected with the material and have Qty Sold during Y and Y-1.
- For Forecast Accuracy Data, for the join with Material Code, we just recover the dimension Product Name

Common Attributes and naming

Source	Time	Material Axis	Ship to Axis	Ship to KA	Plant	IECRA	Company	Order Line	Doc Type	Delivery Type	Contr. Lead.	Interco			
Name in Dashboard	MONTH_YEAR	MATERIAL_KEY	MAT_ENT_GRP_LABEL, MAT_ENT_SUBGRP_LABEL, PRODUCT_LABEL, PROD_PLANT_LABEL	SHIP_TO_KEY	SHIP_TO_CTRY_CL, SHIP_TO_ZONE_CL	SHIP_TO_KA	PLANT_LABEL_CL	IECRA_LABEL_CL	COMPANY_LABEL	ORDER_LINE		DOCUMENTYPEKEY	DELIVERYTYPE	LEADTIME	FLAG_INTERCO
Forecast Accuracy	[Year/month]	[Material code]	Mapping with [Material code] on BO MASTER DATA File ([Product name])	[Ship to code]	Mapping with [Ship to code] on BO MASTER DATA File ([Ship to country name], [Ship to geographical zone code])	Mapping with [Ship to code]- [Material code] on BO MASTER DATA File ([Ship to KA name])									
Leadtime Respect	[Purchase order date]		Mapping with [Material code] on BO MASTER DATA File ([Material ENT group name])				[Plant name]	[IECRA name]	[Legal company name]	[Order and line number]		Commercial document type code]	Delivery type]	Lead time days]	
Leadtime Flexibility	[Despatch actual good issue YYYY/MM]		[Material ENT subgroup name], [Product name], [Production plant name])												
OTIF-A	[Order first ATP good issue date - YYYY/MM]														
OTIF-C	[Order last requested delivery date cust - YYYY/MM]		For Stocks, if we don't have [Material code] we use [C_MATPLNT_C_MATGRP], [C_MATPLNT_C_MATSGRP],												
Sales	[Year/month]														N
Claims	CPNT_DATE_RECV						[Despatch plant code]								CPNT_INTRCOMP
PO Changes	Function time [By month]"	Material		[Ship-to party]			Plant								N
PO Speed	End time [By month]"							Company code (billing)]							N
Stocks		[_2C_MATNR]				Mapping with [Material code] on BO MASTER DATA File	[_OPLANT]		[_0COMP_CODE]						N


```

LOAD Evaluate([SHIP_TO_KEY])*1&'- '&Evaluate([MATERIAL_KEY])*1 AS KA_JOIN_KEY,
[Lead time days],
monthName(makedate(year(today()),num(month(today())),1)) AS MONTH_YEAR,
FROM
[ $(VS_FLD_SOURCE_MANUAL)Shared Files\Contractual lead time.xlsx]
(coxml, embedded labels, table is Sheet1);
IF FileSize('$(VS_FLD_STORE_SOURCE_QVD)$ (VS_QVW_NAME).QVD') > 0 then
Concatenate ([ $(VS_QVW_NAME)])
Load *
From [ $(VS_FLD_STORE_SOURCE_QVD)$ (VS_QVW_NAME).QVD] (qvd)
where monthName(makedate(year(today()),num(month(today())),1)) <> MONTH_YEAR
and Year(MONTH_YEAR) >=YEAR(TODAY())-1;

```

Specific Data

Source	Attributs	Name in dashboard	New or existing	Comments
Forecast Accuracy	[Forecasted Demand (Pre-SOIP M-1)], [Forecasted Demand (Pre-SOIP M-3)], [Actual Demand]	FOAC_FORECAST_M1_KG, FOAC_FORECAST_M3_KG, FOAC_DEMAND_KG	Existing	SUM([Field])
	Deviation M1	FOAC_DEVIATION_M1	New	fabs(SUM([Actual Demand])-SUM([Forecasted Demand (Pre-SOIP M-1)]))
	Deviation M3	FOAC_DEVIATION_M3	New	fabs(SUM([Actual Demand])-SUM([Forecasted Demand (Pre-SOIP M-3)]))
	LEVEL_AGGR	FOAC_LEVEL_AGGR	New (We concatenate data of Details and Aggregation value in the same table)	<ul style="list-style-type: none"> 'Aggregation' for MONTH_YEAR, SHIP TO KA and PRODUCT dimensions 'Details' for MONTH_YEAR, SHIP TO KA, PRODUCT and SHIP TO dimensions
Leadtime Respect	[Lead Time (Customer Respect)]	LEAD_C_LEADTIME	Existing	
	LEADTIME RESPECT	LEAD_C_LEADTIME_RESP	New	IF([Lead Time (Customer Respect)]<[Lead time days],0,1)
Leadtime Flexibility	[Lead Time (Delivery Flexibility)]	LEAD_D_LEADTIME	Existing	
	LEADTIME FLEXIBILITY	LEAD_D_LEADTIME_FLEX	New	IF([Lead Time (Delivery Flexibility)]>=[Lead time days],0,1)
OTIF-A	[OTIF A - On Time Detail], [OTIF A - In Full Detail]	OTIF_A_OTD , OTIF_A_IFD ,	Existing	Not used
	OTIF_A	OTIF_A_FLAG	New	IF([OTIF A?]='YES',1,0)
OTIF-C	[OTIF C - On Time Detail], [OTIF C - In Full Detail]	OTIF_C_OTD , OTIF_C_IFD ,	Existing	Not used
	OTIF_C	OTIF_C_FLAG	New	IF([OTIF C?]='YES',1,0)
Claims	CPNT_ID, CPNT_STAS_VALU, CPNT_GRAV_SEVERITY, META_CPNT_MOTI, RESOL_CODE, [Order Number Smart]	COMP_ID, COMP_STATUS_LABEL, COMP_SEVERITY_LABEL, COMP_MOTIVES, COMP_RESOL_PLANT_KEY, COMP_NUMBER	Existing	
Stock	[_OGL_ACCOUNT_C_GL_STYP], [_OVAL_CLASS]	STOCK_GL_ACCOUNT_SUBTYPE, STOCK_VALUATION_CLASS	Existing	
	[Measures_M_01] to [Measures_M_23] + [Measures_D_01]	STOCK_KG STOCK_KRE	New	2 Loadings of the BW query, once for KG once for KRE and crosstable of column per month for keep just 2 attributs
Overdues	[Overdues_JAN_Y_1] to [Overdues_DEC_Y] + [Overdues_Previous_day]	OVER_OVERDUES_EUR	New	

	[AR_JAN_Y_1] to [AR_DEC_Y] + [AR_Previous_day]	OVER_AR_EUR		
Sales	[Actual sales -CP-], [Quantity -PUQ-]	SALES_EURO, SALES_QTY	Existing	
PO Speed	[Sales item type original]), CT Order item first confirmation [Person-days], [Number of processes], [Order Cycle Time]	SPEED_SALES_TYPE, SPEED_DAYS_CONFIRMATION, SPEED_TOTAL_DAYS, SPEED_NB_PROCESS	Existing	
	EXIST_CHANGE	SPEED_EXIST_CHANGE	New	IF([Number of change schedule line]>=1,1,0)
PO Changes	[Number of quantity changes (Origin Solvay)], [Number of delivery date changes (Origin Solvay)], [Number of quantity changes (Origin Customer)], [Number of delivery date changes (Origin Customer)], [Number of processes]	CHANGE_QTY_BY_SOLVAY, CHANGE_DELI_DATE_BY_SOLVAY, CHANGE_QTY_BY_CUST, CHANGE_DELI_DATE_BY_CUST, CHANGE_NB_PROCESS	Existing	

Others new attributes in dashboard:

- RANK_SALES: We calculate the ranking of SHIP TO KA by SALES (€) (Descending Ranking). For this ranking, we keep Sales of Y and Y-1 and we remove the following KA :
 - 'DIVERS'
 - 'DIVERS APRES DECISION'
 - 'SOLVAY'
- SALES_3M_QTY: This attribute is calculated at the least aggregate level.
 - We reallocated each value of Sales at M+1 and M+2 :
 - FOR i=1 to 2
JOIN (TABLE)
LOAD
_TEMP_KEY, //KEY

AddMonths(MONTH_YEAR, \$blocked URL) AS MONTH_YEAR, // Key

[Quantity -PUQ-] AS Quantity_ \$blocked URL
Resident TABLE;
next;

- - We calculated the sum of Sales like this :
 - SALES_3M_QTY = [Quantity -PUQ-]+ Quantity_1 + Quantity_2
 - We remove temporary fields : Quantity_1 and Quantity_2
- STOCK_COEFF: We calculate a coefficient for each combination of KA and Material. The Sum of this coefficient for each Material is equal to 1. We calculate this coefficient for affected correctly stock value of material to different KA. This coefficient is determined by the quantity sales by KA for each Material during Y and Y-1. If we have stock value for one material but

Example:

STOCK

Material	Qty
1	100
2	50
3	300
4	100

SALES

KA	Material	Qty
1	1	40
1	3	30
3	3	50

2	1	50
2	2	50
2	3	20

COEFF

KA	Material	Qty	Qty	Calcul	Coeff	New Stock Value
		Sales	Stock			
1	1	40	100	$(40/(40+50))$	0.44	44.4
1	3	30	300	$(30/(30+50+20))$	0.3	90
3	3	50	300	$(50/(30+50+20))$	0.5	150
2	1	50	100	$(50/(40+50))$	0.55	55.6
2	2	50	50	$50/50$	1	50
2	3	20	300	$(20/(30+50+20))$	0.2	60
4			100	IF(NO SALES, 1)	1	100

The material 4 have a coefficient of 1 but he doesn't reliable with a KA.

Model

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IF([Commercial document type code]='UB' OR [Commercial document type code]='NB','Y','N')

For Stocks BW query, we have one column of stock value by Month : [Measures_D_01] = M, [Measures_M_01]= M-1, [Measures_M_02]=M-2 ... [Measures_M_23]=M-23

For Overdues BW query, we have one column of AR an Overdues value by Month : [Overdues_Previous_day], [Overdues_JAN_Y-1], [Overdues_FEB_Y-1], ... [Overdues_DEC_Y]