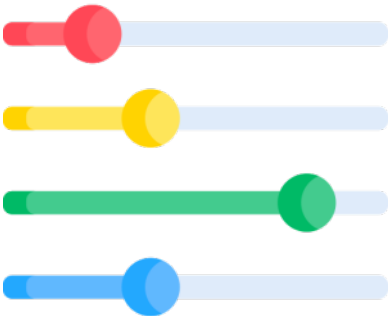


Cust 360° - Service Levels



D&PS Expert

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General Description

This page is meant to monitor the deviation to the services levels provided to our customers by GBU segment.

Even if a deviation is activated on an orderline, the deviation reason is logged at the header level.

As a consequence, we consider here the number of deviated orders, regardless the number of deviated line items within that order.

Here is where the service levels are located in SAP: header details > Additional data B

The screenshot shows the SAP 'Display Standard Order' interface, specifically the 'Header Data' tab and 'Additional data B' sub-tab. The 'Customer Engagement Model - Service Level - Deviation Reasons' section is highlighted with a blue circle. This section contains a list of deviation reasons, each with a dropdown menu for selection. The visible reasons include: Lead Time, Min. order value (set to 'MV3 Commercial concession (one time)'), Product Return, Rush order (set to 'RO3 Administrative Issue (Solvay side)'), Expedited Order, Order change, Order cancellation, Broken pallet, and MTO FB deviation.

Important note: the service levels are set up for each GBU, each service element and each GBU segment in SAP.

What is monitored and calculated in this dashboard is the deviation based on the error mode when the CSRs manage the orders.

The orderline level is available in My Report

#Deviated orderlines = orderlines with a flag "deviated" in SAP AND a deviation reason.

%Deviated orderlines = Number of deviated orderlines / Total number of orderlines x 100

How to count the number of deviations from the BW query?

#deviated orders = number of fields "service item deviation" that are completed

#deviated orderlines = number of fields "service item deviated" AND "service item deviation" that are completed

Indicators

This page begins with a **scorecard** to quickly visualize your overall year-to-date performance on the service levels compared to the targets set up by each GBU.

Average performance of the service levels

☒ GBU Segment ☐ Region ☐ Group of Activity ☐ GBU

Service Level	GBU Segment	Strategic	Key Account	Critical Account	Standard	Distributor	Not Valid
Broken Pallets	-	-	6.7%	7.6%	13.3%	13.0%	0.6%
Expedited delivery	-	-	-	0.3%	3.7%	0.4%	-
Minimum Order Value	-	-	6.4%	7.6%	9.6%	9.3%	1.0%
MTO Full Batch	-	-	1.2%	1.2%	1.5%	2.6%	-
Order Cancellation	-	-	1.2%	0.3%	0.6%	1.2%	-
Order Change	-	-	2.8%	5.4%	8.3%	7.0%	0.4%
Rush Orders	-	20.0%	2.6%	2.6%	7.2%	3.0%	-

The color coding guides you to identify if you are below the target (Green), 1.5 times above the target (Yellow), or far from the target (Red).

Targets are reminded for each GBU. If the scorecard is grey, then no target is defined yet.

Then a series of graphs allows you to deep dive in the details of the deviated orders by service element.



The date to display the KPIs is the ORDER CREATION DATE. Deviations entered will appear at the month of the order creation, numbers in the past month.

Exception: order change and order cancellation are displayed according to the modification date (cancellation date is defined by modification date + flag).

In the end, rank your main deviators using the final recap table, where you can apply further selections and export it if necessary.

Focus on My Report page

Select the "Service Levels" data set to create your own custom reports.

My Report

Service Levels Report

Search

Data Sets

Sales Report

Opportunities Report

OTIF Report

Complaints Report

Overdues Report

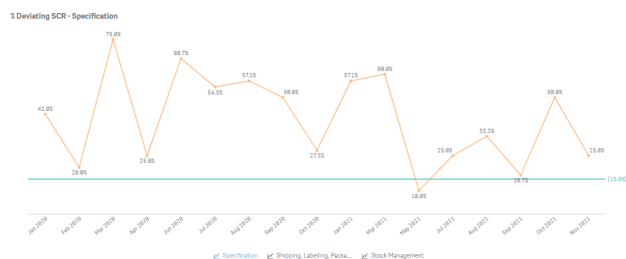
Service Levels Report

# Orders	Σ
% Deviated orders	Σ
Deviations Target YTD	Σ
Fees (K€)	Σ

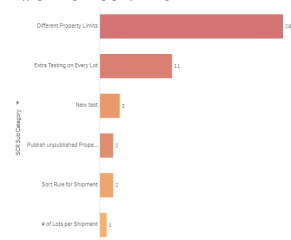
SCR - Special Customers Requests (Specialty Polymers only)

SCRs are split by Category and the monthly trend is compared to the annual target.

In the second graph, the top deviating items sorts the deviations by Sub-category, GBU Segment and Sold-to (Customer)



Shipping, Labelling, Packaging - Top Deviating Items



How to count the % of deviated SCRs from Icare?

SCR are considered as deviated when the request was approved while not supported for the Customer due to its GBU Segment

They are distributed by approval date

#Deviated SCR = number of SCR category deviated by at least one Sub-Category

#Deviated SCR Subcategory = number of SCR Subcategory provided while not supported

#SCR = SCR provided, no matter if supported or not

%Deviated SCRs = #Deviated SCR / #SCR

Definitions

Service Levels	Purpose and Definition	Scope of order document types
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Broken Pallets	The purpose of this service level is to raise a warning or to block sales orders when the order quantity doesn't respect a multiple of a pallet. Service level Parameters: The Pallet quantity is fetch in the alternative units defined in the material master data Link to SAP training material on WP1	WP1 TA Standard Order ORB BR Standard order KB Consignment Fill-up KBB BR Consig&Loan Deliv ZEXP BR Export RCM BR Cta. &Ord. Sales PF1 TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR KB - Consignment Fill-up KBCC - CC Consign.Sto.
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Catalog Lead Time	The catalog Lead Time is the number of calendar days between the Sales Order creation and the good Issue. This data is stored in the material master data (MRP3 view). It is determined according to the material and the plant. Purpose of the service level: The goal of this control is to raise a warning / blocking message when the catalog lead time is not respected by the customer. To respect the Catalog Lead time, the good issue date requested by the customer must be superior to the Sales Order creation date + Catalog lead Time._ Link to SAP training material on WP1	WP1 TA - Standard Order ZOR - Immediate delivery ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export KL - Sample Order FG - Free of Charge Order RCM - BR Cta.&Ord. Sales PF1 TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR KB - Consignment Fill-up KBCC - CC Consign.Sto.
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Expedited Delivery	Expedited Orders are orders that require a specific shipping condition that differs from the standard one agreed with the customer. This new shipping condition will impact the determination of the route thus the associated transit time. List of shipping conditions considered as 'expedited' ones: 'BT' - Expedite FTL 'BU' - Expedite LTL 'AH' - Air unloading point 'AI' - Air end customer Link to SAP training material on WP1	WP1 TA - Standard Order ZOR - Immediate delivery ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export KL - Sample Order FG - Free of Charge Order RCM - BR Cta.&Ord. Sales PF1 TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR KB - Consignment Fill-up KBCC - CC Consign.Sto.
Flexible Delivery	The purpose of the service level (only for NAM & EMEA) is to: • Print the delivery guidelines in order acknowledgement / shipping notification (to the attention of the customers) & transport order (to the attention of the hauliers). • Display a popup if delivery date falls on a weekend to remind that fees could be charged Link to SAP training material on PF1	PF1 TD - Standard order M3 - M3 Reference order KB - Consignment Fill-up KBCC - CC Consign.Sto. ZORB - Standard Order BR

Minimum Order Value	The minimum order value depends on the GBU, the customer segmentation and the geographical zone (geographical zone of the country of the shipping point). For each line, 2 values are maintained: MOV for intra-zone orders (countries of the shipping point and the ship-to are in the same zone) MOV for extra-zone orders (countries of the shipping point and the ship-to are not in the same zone). Deviations/Violations: Orders and value below MOV Link to SAP training material on WP1	WP1 TA Standard Order ORB BR Standard order ZEXP BR Export PF1 TD - Standard order M3 - M3 Reference order ZORB - Standard Order BR
Minimum Order Quantity		PF1 TD - Standard order M3 - M3 Reference order KB - Consignment Fill-up KBCC - CC Consign.Sto. ZORB - Standard Order BR
MTO Full Batch	Make to Order Deviations/Violations: Orders below the Full Batch Quantity Service level Parameters: The service level parameter is the lot size defined in the material master data MRP1 view. There are two cases : When it is a fixed lot size (FX) , we will control that the order quantity is a multiple of the fixed lot size When it is a exact lot size (EX), we will control the order quantity as below: If both minimum and maximum lot size are populated, then the system checks if the ordered quantity is greater than the minimum lot size AND lower than the maximum lot size, OR the ordered quantity is greater than twice the minimum lot size. When only the minimum lot size is populated, then the system checks if the ordered quantity is greater than the minimum lot size. When the minimum lot size is not populated, then no control is done. Link to SAP training material on WP1	WP1 TA Standard Order ORB BR Standard order KB Consignment Fill-up KBB BR Consig&Loan Deliv ZEXP BR Export PF1 TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR KB - Consignment Fill-up KBCC - CC Consign.Sto.

Order Cancellation	Deviations/Violations with fee if applicable When the customer requires the cancellation of a sales order item, the CSR will set a reason for rejection. A control will be performed at sales order saving to check if the allowed 'order cancellation lead time' is respected. The allowed 'order cancellation lead time' will be compared to the difference between the confirmed goods issue date and the item cancellation date (date of the day). If the allowed 'order cancellation lead time' is greater than the requested order cancellation leadtime, then the control considers there is an error, that will be logged as a deviation at the time the change is saved and a deviation reason is entered. Link to SAP training material on WP1	WP1 TA - Standard Order ORB - BR Standard order KB - Consignment Fill-up KBB - BR Consig&Loan Deliv ZEXP - BR Export PF1 TD - Standard order M3 - M3 Reference order KB - Consignment Fill-up KBCC - CC Consign.Sto. ZORB - Standard Order BR
Order Change	When the customer request a change on certain data (Ship-to party, Incoterms, Shipping conditions ,Customer requested delivery date (at item level), Quantity) a control will be performed at sales order saving to check if the 'order change lead time' is respected. The 'order change lead time' will be compared to the difference between the confirmed goods issue date and the order modification date. If the 'order change lead time' is greater, then the control is considered KO. If the changes are taken into account by the CSR a fee can be charged to the customer. Link to SAP training material on WP1	WP1 TA Standard Order ORB BR Standard order KB Consignment Fill-up KBB BR Consig&Loan Deliv ZEXP BR Export PF1 TD - Standard order M3 - M3 Reference order KB - Consignment Fill-up KBCC - CC Consign.Sto. ZORB - Standard Order BR

Product Return	This service level allows to identify product returns and have a warning message at the saving of the product return Purpose of the service level: Have a message to inform the CSR of the material's stock holding strategy & the expiration date of the returned batch and remind him to check if any restocking fees should be charged to the customer Returning a product (MTO/MTS) for reasons that are other than quality-related Allowed against a fee of 30% of order value. Not allowed after Shelf life has expired. how many returns (lines) total restock fee value Link to SAP training material on WP1	WP1 RE - Returns REB - BR Devol_Cust's NF ROB - BR Return_Rhod's NF LA Ret. Packag Pickup ZRAG BR Return_Rhod's NF ZREB BR Dev Cust NF n\ref PF1 RE - Returns R4 Returns free ch. REA Returns-AR ZREN Returns NFe Custo BR ZROB Own NFe Returns BR
Rush Orders (processing time)	Possibility to place an order & have it issued faster than the std lead time deviations form the guidelines and if the fee was applied Definition: Rush Orders are defined as last minute orders which require a short delay between the order entry and the goods issue date. Link to SAP training material on WP1	WP1 TA Standard Order ORB BR Standard order KB Consignment Fill-up KBB BR Consig&Loan Deliv ZEXP BR Export RCM - BR Cta.&Ord. Sales PF1 TD - Standard order M3 - M3 Reference order KN - free sample KNCC - Free sample CC ZORB - Standard Order BR

BW Sources & Dimensions

BW Queries	Update
[BW_QRY_CPDSO04_0002] CEM - OTC KPIs (SO Line level)	Daily update of the full time scope due to the display of the deviations at the order creation date

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	Name in the dashboard	Field name in the query	Field code in the query
Top selections	Reference date	Order creation month year	[0CALMONTH]
	GBU	BFC GBU	[CPFCTR1_2]
	Group Segment	Sold-to party\Business rank (corp) = Account segment	[C_SOLDID_C_CUSTGRC]
	GBU Segment	Customer segmentation	[C_CUSTGR2]
	Region (Ship-to)	Ship-to party (Core)\BFC Geographie/Zone	[C_SHIPTID] C_ZONE]
	Group of Activity	BFC Group of activities	[0G_CWWE01__CPFCTR2_2]
	Customer	See mapping with source fields here	
Other selections available	Activity	BFC Activity 1	[0G_CWWE01_C_MAGNITU]
	Country (Ship-to)	Country key	[C_SOLDID_0COUNTRY]
	Material	Material	[C_MATNR2]
	Product	Commercial Product / Material Group	[C_PROD]
	Manufacturing Plant	Order Line\Manufacturing Plant	[C_ITM_SD_C_MANPLNT]
	Plant	Plant	[C_PLANT]
	Plant Zone	Plant Zone	[C_GZONE]
	Order Number	Order Number	[C_DOCNUMB]
	Order Line Number	Order Line	[C_ITM_SD]
	Market Cluster	Market Cluster	[C_ITM_SD__C_MAKTCL]
	Team Cluster	Team Cluster	[C_DOCNUMB__C_TEAMCL]
	Sold-to	Sold-to party	[C_SOLDID]
	Sold-to Group	Sold-to party\CRM Customer Corp. Group (PRS)	[C_SOLDID_C_CORPGR]
Deviation reasons	Broken pallet deviation reason	Broken pallet deviation	[C_REA_BRK]
	Expedited Order deviation reason	Expedited Order deviation	[C_REA_EXP]
	Flexible Delivery deviation reason	Flexible Delivery deviation	[C_REA_FDV]
	Lead Time deviation reason	Lead Time deviation	[C_REA_LDT]
	MTO FB deviation reason	MTO FB deviation	[C_REA_MTO]
	Order cancellation deviation reason	Order cancellation deviation	[C_REA_OCC]
	Order change deviation reason	Order change deviation	[C_REA_OCH]
	Minimum Order Value deviation reason	Minimum Order Value deviation	[C_REA_MIN]
	Minimum Order Quantity deviation reason	Min. Ord. Qty reason	[C_MOQREAS]
	Product Return deviation reason	Product Return deviation	[C_REA_RET]
	Rush order deviation reason	Rush order deviation	[C_REA_RSH]

SCR Sources & Dimensions

Name in the dashboard	Name in Icare
SCR Name + Link to the SCR in Icare	SCR Name + SCR ID
SCR Category	SCR Category
SCR Sub-Category	SCR Sub-Category
Month Year	Approval date
Sold-to	Account Name
Sold-to Group	Customer
GBU Segment	SCR_SCR service level (frozen at the approval time)
Product	Material Group

Note: as the source is Icare, all the other dimensions available in My report don't work with the SCRs count