

Customer Satisfaction and Business Continuity

SBS GLOBAL KPI

CUSTOMER SATISFACTION & BUSINESS CONTINUITY

SUPPORT SOLVAY GROWTH & TRANSFORMATION


PROCESS EFFECTIVENESS & COMPLIANCE

COST COMPETITIVENESS & VALUE CREATION

TALENTS & ORGANIZATION ADAPTATION

NEW SERVICES & TECHNOLOGIES

GBU & Functions Satisfaction Index - 2017 Q2

Overall SBS Average Score	3,40	
Target	3,00	
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Participation		
GBUs	14	100%
Functions	13	76%
Total # Answers	424	

Complaint Quality - Sep 2017 *

	M-1	
Complaints Created	0	0 
Pending Complaints	9	9 
	Target	
Avg. time to close (days) IS :	30	157
Avg. time to close (days) DPS :	5	7,0

Project Stakeholder Satisfaction - 2017 Q3

		Target
Avg. Score (out of 5)	3,38	3,09
Projects Surveyed	2	33% 75%

Business Issues - Jan to Sep 2017

Avg. Time to Close : 69 days 

