


Complaints



Quality
Complaints
Customer Requests
Samples

Owner Complaints
CRM Team

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Complaints:

The Complaints section of the Quality Dashboard is designed to give you up to date KPIs on several different areas of complaints that are logged into Salesforce.com. It consists of the following tabs:

- Highlights
- Analysis
- CCR
- RCR
- Leadtime
- Cost Impact
- Feedback
- Report

Please select the tab above that you wish to know more about.

Authorization & Rights
Authorization & Rights
All the accesses must be validated by:
GBU CRM Champions
or
GBU Quality Manager
Click here for the [Access form](#) to get access to Analytics.
Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

Sources	
CRM Salesforce	CRM Salesforce iCare Salesforce for Specialty Polymers
BW	BW_QRY_MVSDSO57_0001

Specific Dimensions

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In the GBU Product Family object, you can find:

- for WP1 orders (variable as initially defined for Sales & SBS dashboards):
 - Special Chem & Coatis: Material Enterprise Group (as defined in GBR)
 - Fibras: Material Enterprise Sub-Group (as defined in GBR)
 - Aroma Performance: Product Line N°5 (as defined in WP1 product axis)
 - Performance Polyamide: Independent criterion ""Forecast Family" (as defined in WP1)
 - Other GBUs: Product Family (as defined in WP1 product axis)
- for PF1 orders:
 - Special Chem & Peroxides: defined in a special GBU's file for Analytics dashboard (depending on Plant & Product Hierarchy)
 - Other GBUs: profit center name (digits 5 to 10 only), as indicated in MM3

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In the Product Hierarchy object, you can find:

- for WP1 orders: "not assigned"
- for PF1 orders: the product hierarchy field as indicated in MM03

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In the Product object, you can find:

- for WP1 orders: the commercial product as defined in the RCS product axis
- for PF1 orders: the material group field as indicated in MM03

WARNING:

Do not make any confusion with the optional file "Product" populated in the complaint itself and named "**Product (SFDC)**" in the dashboard.

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In the Time object, you can find the complaint received date (when the complaint has been received by mail, call....etc).

In the Filter Justified Y/N, Justified = Yes means Valid = Yes + blank in iCare for Specialty Polymers

Scope

- All cases with type = complaint
- All complaints including the one having "Solvay Company" flag checked
- All complaints including the one having "Confidential" flag checked
- All complaints even if order/deliver/shipment numbers not filled, or incorrect (not existing in SAP)