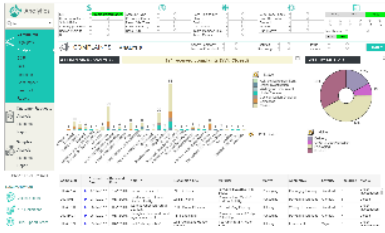


Analysis



Owner Complaints

CRM Team

IS Reporting Coordinator

Diogo Paive & Laurence De-Zeeuw

D&PS Expert

EMEA: Stéphane Bourgeaud-lignot

NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

General Description - Analysis:

Authorization & Rights

Authorization & Rights
All the accesses must be validated by:

GBU CRM Champions

or

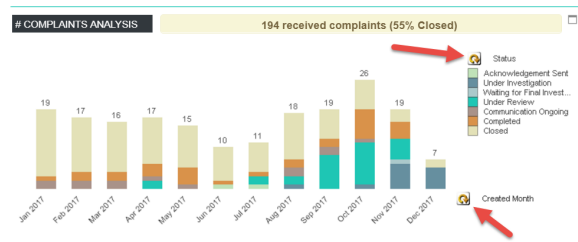
GBU Quality Manager

Click here for the [Access form](#) to get access to Analytics.

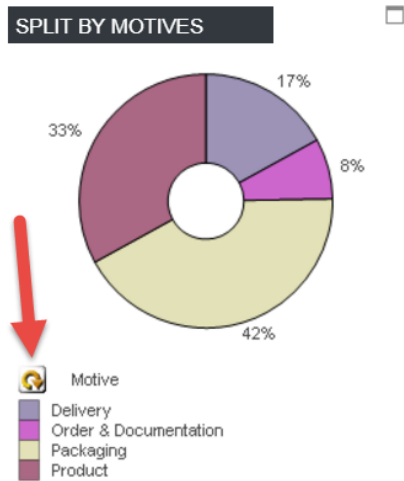
Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

The Analysis tab in the Complaints section contains 2 indicators and a details table that are useful in analyzing complaints data for your business.

The Complaints Analysis graph allows you to analyze your complaints by one of several views. At the top, it shows the number of complaints received as a percentage of them that are currently closed. The graph itself displays the number of complaints by Resolution site, created month, received month, sub and product lvl 3 (X axis) and by status, product lvl3, closed, and recurring (Y axis). Use the cyclical to toggle the views as indicated below:



The Split by Motives graph displays the percentage of complaints split by each motive or sub motive. (Use the cyclical to change views):



The table at the bottom allows for in depth analysis of the complaints themselves by categories directly related to data from SFDC (Salesforce.com). Use blue arrows to link directly to the complaint itself in Salesforce:

Complaint	Created Date	Received Date	Ship To	Resolution Site	Material	Motive	Submotive	Severity	Recurring	Status
00047294	12/10/2017	12/10/2017	Saizent Ukraine Lk	ZH3 St. Foss	Rhovand Box 25kg / Pal 400g	Packaging	Packaging Damage	Standard	N	Under Investigation
00047261	09/10/2017	09/10/2017	Saizent Kazakhstan Zemb & Co Kg	ZH3 St. Foss	Rhovand Box 25kg 25 KarPal 600g	Packaging	Packaging Damage	Anomaly	Y	Closed
00046790	09/10/2017	09/10/2017	Shanghai Chemical Group Co., Ltd	7008 Mount Pleasant	Pu Pfl 25kg Pap Bg	Delivery	Wrong Destination	Standard	N	Under Investigation
00046993	09/10/2017	09/10/2017	Shanghai Shengze Food Ingredients Co. Ltd	7911 Zhongjiao	Rhovand Box 24x2 2kg / Pa 600g	Packaging	Packaging Damage	Anomaly	N	Closed
00046739	05/10/2017	04/10/2017	Saif Shengze N.Y	2511 Ashland France Cattery	Top Omega 85% Water-But	Delivery	Equipment	Major	N	Under Investigation
00046622	01/10/2017	30/10/2017	Taste Flavour Creators	ZH3 Mels	Rhovand Natural Cie - Cc 15kg Pfl 240g	Order & Documentation	Coa Issue	Anomaly	N	Under Investigation
00046523	01/10/2017	30/10/2017	Taste Flavour Creators	ZH3 Mels	Rhovand Natural Cie (Box 1kg 24x 140g)	Packaging	Labeling Issue	Anomaly	N	Under Investigation
00046446	30/10/2017	29/10/2017	Comensore Chemical Co	7424 / Chempak Houston	Packaging	Packaging Damage	Standard	N	N	Under Investigation
0004413	30/10/2017	30/10/2017	K.K Poojari & Sons	ZH3 St. Foss	Cake/Flt Flakes - 25kg 8kg/Flt 1000 kg	Delivery	Wrong Quantity	Standard	N	Waiting for Final Invest...
00046372	30/10/2017	30/10/2017	Shanghai Shengze Food Ingredients Co. Ltd	7424 / Safe Energy	Rhovand 25kg	Packaging	Packaging Issue (Other Than Date)	Standard	N	Under Investigation
00046324	25/11/2017	29/11/2017	-	ZH3 St. Foss	Product	Out Of Typical Process	Anomaly	Y	N	Under Review

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001