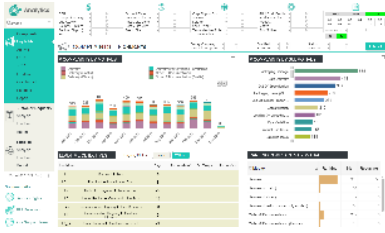


Highlights



Owner Complaints
CRM Team

IS Reporting Coordinator
Diogo Paiva & Laurence De-Zeeuw

D&PS Expert
EMEA: Stéphane Bourgeaud-lignot
NAM/LAM: Karina Tsuji
APAC: Lilian Cheong

General Description - Complaints Highlights

The Highlights tab is made up of several indicators including:

- Complaints by Motive:

COMPLAINTS BY MOTIVES

Month	Total Complaints
Jan 2017	67
Feb 2017	74
Mar 2017	90
Apr 2017	74
May 2017	76
Jun 2017	74
Jul 2017	73
Aug 2017	65
Sep 2017	70
Oct 2017	116
Nov 2017	83
Dec 2017	10

This graph shows the number of complaints by the Motive listed in Salesforce.com for the complaint.

Authorization & Rights

Authorization & Rights
All the accesses must be validated by:

GBU CRM Champions

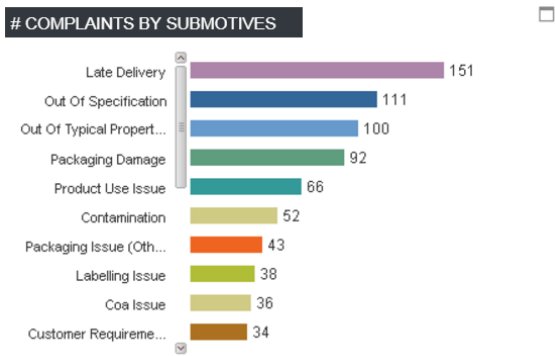
or

GBU Quality Manager

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

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

- Complaints by Sub Motive:



This graph displays the number of complaints by the Sub Motive type listed in the complaint in Salesforce.com.

- Leadtime Objectives:

LEADTIME OBJECTIVES		Ongoing Status: <input type="button" value="With"/> <input checked="" type="button" value="Without"/>		Days	Target (days)	On Target	Target (%)
L0	Received ► New	7	2	70%	100%		
L0_L1	Received ► Investigation Start	10					
L2	Under Investigation ► Review Start	23	14	66%	75%		
L3	Under Review ► Communication Start	29	6	53%	60%		
L4a	Communication Ongoing ► First Response	0					
L4	Communication Ongoing ► Customer Informed	9	6	81%	80%		
L3_L4	Under Review ► Customer Informed	42	12	50%			
L5	Customer Informed ► Closed	62					
L0_L4a	Received ► First Response	41					
L0_L4	Received ► Customer Informed	77	28	39%	60%		
L0_L5	Received ► Closed	126					

This table shows the leadtimes and how long in days the complaints stay in each lead time level. The calculation for leadtimes and more leadtime details can be seen in the [Leadtime](#) tab. This table will also display the target (if available) for each level as well as an indicator on whether the leadtimes are on target and by what percentage. Ongoing status can be turned on or off on this chart using the toggle above the chart.

- Ranking by (Motive, Submotive, Product, Material, Resolution Site):

RANKING COMPLAINTS BY MOTIVE			
Motive	Ranking	Nb	Recurring
Delivery		268	12
Order & Documentation		66	5
Packaging		209	7
Product		329	8

This table shows the ranked order of complaints on one of the following dimensions: Motive, Submotive, Product, Material, Resolution Site. You can use the cyclical (indicated above) to toggle the dimension view by left clicking it, or use the right mouse button to bring up a dropdown list and select your view. This table will also show the number of recurring complaints out of the total.

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001