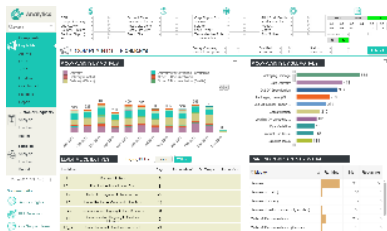


Highlights



Owner Complaints

CRM Team

IS Reporting Coordinator

Diogo Paiva & Laurence De-Zeeuw

D&PS Expert

EMEA: Stéphane Bourgeaud-lignot

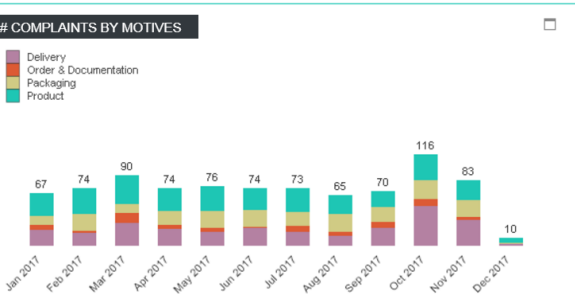
NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

General Description - Complaints Highlights

The Highlights tab is made up of several indicators including:

- Complaints by Motive:



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](#)

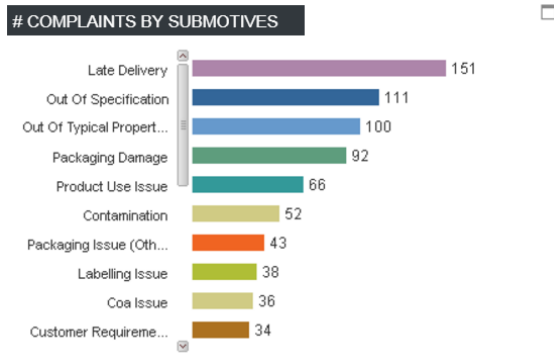
or

[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: With Without

Leadtime	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