

# Cost Impact

**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 - Cost Impact**

This KPI shows all cost impact information originated by a complaint.

Details can be analyzed by:

- Ship-to
- Resolution Site
- GBU
- Year
- Month
- Complaint ID

Date Reference: Complaint Creation Date

blocked URL Currency Rate: Anual

\*The rate is provided by Solvay Budget Department once year (unique rate for all the year)

KPI	
Disputed Quantity	Amount of product subject to the complaint of the customer
Document Quantity	Amount of product delivered to the customer
% Disputed	$= \frac{\text{Disputed Quantity}}{\text{Document Quantity}} \times 100$
Credit Note	Credit Note value
Compensation	Any financial benefit awarded to a Customer as a recompense for the occurrence of a complaint
Other Costs	Other costs
Overall Costs	= Credit Note + Compensation + Other Costs

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001