

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	$= \text{Credit Note} + \text{Compensation} + \text{Other Costs}$

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001