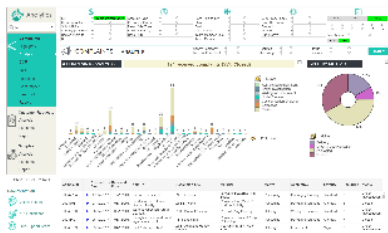


Analysis



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

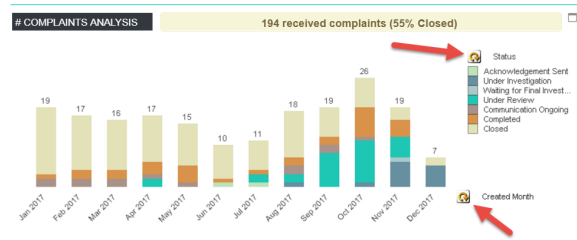
GBU Quality Manager

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

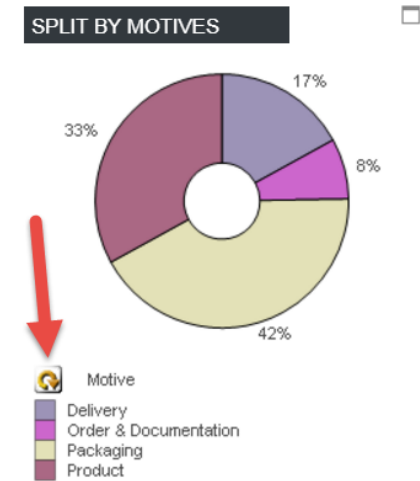
Access Rights and Dashboard Entry Points - Click [here](#) for descriptions.

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 and 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	Link	12/12/2017	12/12/2017	Baranto Ukraine Ltd	ZH3 St. Fons	Rhovand Box 25kg / Pol 620kg	Packaging	Packaging Damage	Standard	N	Under Investigation
00047051	Link	09/12/2017	09/12/2017	Shanghai Hengsheng Food Ingredients Co Ltd	ZH3 St. Fons	Rhovand Box 25kg / Pol 620kg	Packaging	Packaging Damage	Anomaly	Y	Closed
00046790	Link	09/12/2017	09/12/2017	Shanghai Chemical Group Co. Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Delivery	Wrong Destination	Standard	N	Under Investigation
00046893	Link	09/12/2017	09/12/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Packaging	Packaging Damage	Anomaly	N	Closed
00046739	Link	09/12/2017	09/12/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Delivery	Equipment	Major	N	Under Investigation
00046632	Link	09/12/2017	09/12/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Order & Documentation	Order & Documentation	Anomaly	N	Under Investigation
00046623	Link	09/12/2017	09/12/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Packaging	Labeling Issue	Anomaly	N	Under Investigation
00046448	Link	30/11/2017	29/11/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Packaging	Packaging Damage	Standard	N	Under Investigation
00046413	Link	30/11/2017	30/11/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Delivery	Wrong Quantity	Standard	N	Under Investigation
00046372	Link	30/11/2017	30/11/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Packaging	Packaging Issue	Standard	N	Under Investigation
00046324	Link	25/11/2017	25/11/2017	Shanghai Hengsheng Food Ingredients Co Ltd	7008 Mount Pleasant	Pol 25kg 25kg / Pol 620kg	Product	Out Of Typical Properties	Anomaly	Y	Under Review

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001