

Leadtime



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 - Leadtime

Leadtime calculation is based on the numbers of days a complaint takes to go from one status to another.

LEADTIME OBJECTIVES

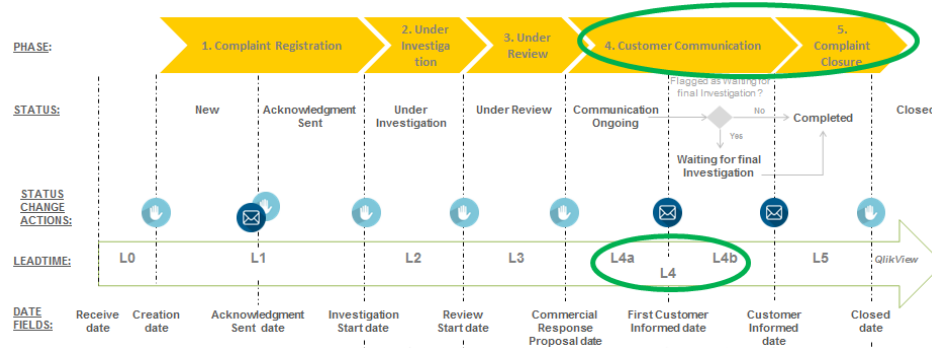
Leadtime	Days	Target (days)	On Target	Target (%)
L0 Received ▶ New	3	1	69%	
L0_L1 Received ▶ Under Investigation	4	2	69%	90%
L2 Under Investigation ▶ Under Review	16	14	69%	75%
L3 Under Review ▶ Communication Start	47	6	29%	60%
L0_L3 Received ▶ Under Review	18			
L4a Communication Ongoing ▶ First Response				
L4 Communication Ongoing ▶ Customer Informed	5	6	85%	80%
L3_L4 Under Review ▶ Customer Informed	44	12	44%	85%
L5 Customer Informed ▶ Closed	23			
L0_L4a Received ▶ First Response				
L0_L4 Received ▶ Customer Informed	65	28	36%	60%
L0_L5 Received ▶ Closed	89			



Targets:

The targets are defined by GBU (in number of days and percentages)

KPI definition & calculations



Exceptions

GBU	Leadtime	Condition
Aroma Performance Coatis	L2 Investigation Start Date	If sample is requested: Sample Received Date Investigation Start Date vs. Review Start Date

"On-going" status:

With

Right after a status is achieved, the next one start to be computed using the current date

Example:

Status Under-Investigation is reached, we started to compute lead time to go to status Under-Review. Lead time: Current date vs. Under-Investigation date

Without

The current date is not take in consideration for the latest status. Only dates available on [Salesforce.com](https://www.salesforce.com) is used



Additional Informations

- Only status RECEIVED, NEW and CLOSED are mandatory status in the complaint in SFDC

Sources	
CRM Salesforce	CRM Salesforce
BW	BW_QRY_DBSDSO14_0001