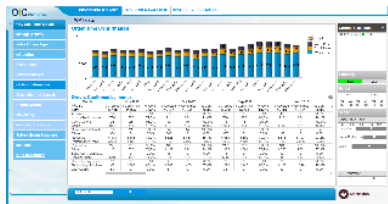


Order Confirmation



Process Owner

Marie-Ange Carrier
Process Expert

D&PS Expert

Miriam Luttrin

General Description

This indicator explore the time taken to confirm an order on the system. The tagert of this KPI is 2 days, so if an order takes more than 2 days, the order confirmation is considered as "delay".



Indicator details results can be analyzed by :

- GBU
- Zone (SO)
- SBS Perimeter
- Sales Office



Date Reference:
Order creation date



Refresh Frequency:
Daily

KPI Name	Calculation
<= 2 Days	Time to take the order confirmation is <= 2 days If Variation Days Confirmed <=2; Nb SO Confirmed; if Variation Days Confirmed > 2; 0
3 to 9 Days	Time to take the order confirmation is between 3 and 9 days If 3 <= Variation Days Confirmed <= 9; Nb SO Confirmed; if Variation Days Confirmed< 3 or Variation Days Confirmed >9;0
>= 10 days	Time to take the order confirmation is >= 10 days If Variation Days Confirmed >=10; Nb SO Confirmed; if Variation Days Confirmed < 10; 0
#Created	Number of Sales Order (SO) created
#Confirmed	Number of Sales Order (SO) confirmed
%Conf.	$\frac{\text{Number of Sales Order (SO) created}}{\text{Number of Sales Order (SO) confirmed}}$

Source Information:

QV Query:	BW_QRY_MPR_CHG5_RBS_0003
BW Filters:	[0DOC_NUMBER__C_PFCTR1] GBU <> [ZSECT00016] ECO SERVICES [0DOC_TYPE] SALES ORDER TYPE = TA/TAM/ORB/ZEXP [0INFOPROV] INFO PROVIDER = [DSO_SD01] SD-SALES ORDER FOR ANALYZE WITH MODIFICATION

Specific Dimensions

Sales Office	
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