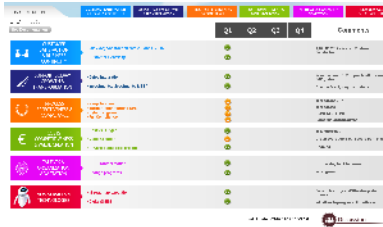


SBS Macro KPIs Dashboard - Discontinued



Process Owner

[See details on each Tab](#)

D&PS Expert

[See details on each Tab](#)

General Description

The Macro KPIs dashboard contains key indicators to measure the global performance of SBS.

- Improve SBS processes in terms of quality, services offer, and cost
- Offer detailed KPIs mapped to business cycle
- Reference indicators with WW scope

Target Users

- SBS Management Comitee
- CRM / BRM
- GBUs Directors

Authorization & Rights

All the accesses must be validated by the

[SBS General Manager](#)

[Access form](#)

Tabs	60 KPIs
SBS Global KPI	<ul style="list-style-type: none"> • Customer Satisfaction & Business Continuity • Support Solvay Growth & Transformation • Process Effectiveness & Compliance • Cost Competitiveness & Value Creation • Talent & Organization Adaptation • New Services & Technologie
Customer Satisfaction & Business Continuity	<ul style="list-style-type: none"> • GBU & Function Satisfaction Index • Complaint Quality - sales forces • Project Stakeholder Satisfaction • Business Issue
Support Solvay Growth & Transformation	<ul style="list-style-type: none"> • Project related to MAGD Activities • TSA Management

Process Effectiveness & Compliance	<ul style="list-style-type: none"> • RtR D4 Closure • RtR Used CC • RtR Number of Legal Entities • OtC Overdue & DSO • OtC Invoicing Accuracy • PtP Payment on Time • PtP Delivery on Time • PtP Pareto Suppliers • PtP Days Payables Outstanding • HtR Customer Requests • HtR Service Center Performance • HtR HC Report • IS % SLA Achieved • Risk & Compliance • PMO Project Management • Integrated Vision of Change • SBS Audit Findings • Quality Management System Certification
Cost Competitiveness & Value Creation	<ul style="list-style-type: none"> • SBS Cost • SBS Service Pricing - IS - Voice Mobile Consumption • SBS Service Pricing - IS - SAP Users • SBS Service Pricing - DPS - OtC Customer Services • SBS Service Pricing - DPS - OtC Credit Management • SBS Service Pricing - DPS - HtR Payroll • SBS Service Pricing - DPS - PtP Provisioning • SBS Service Pricing - DPS - PtP Account Payable • SBS T&E vs Budget • SBS Cost vs Total Function Cost • HtR Cost Payslip • RtR + GAR Cost • Vendor Management Key Suppliers
Talent & Organization Adaptation	<ul style="list-style-type: none"> • HSE Occupational Accidents • Training Hours / Costs • FTE vs SBS Project Target • Employee Turnover

General Dimensions
See details on each Tab
Period of Analysis
See details on each Tab
Currencies
<ul style="list-style-type: none"> • EUR