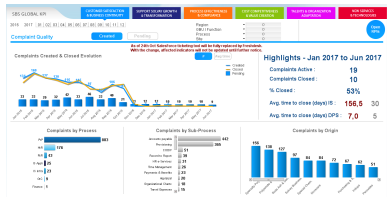


Complaint Quality - sales forces



Process Owner

Dominique Clerbois

Head of WW Customer Relations

D&PS Expert

Miriam Luttrin

General Description

Complaints and incidents received from GBUs & Functions on SBS quality of services rendered. The objective of these indicators is help SBS organisation to continue improving to provide better services to its stakeholders.

There are two sessions :

- Created :

Global trend of the creation and the closure of complaints by month. Pending complaints by month are also available

- Number of complaints received by each Process on the selected period
- Number of complaints received by each Sub Process on the selected period
- Number of complaints received from each GBU & Function on the selected period

Global trend by average time taken to closed the tickets by either SBS IS or SBS DPS

- Pending

Pending complaints and incidents that are still open or in progress for the selected period.

- Number of pending complaints on the selected period
- Number of pending complaints split by status on the selected period
- Number of pending complaints according to it's aged pending on the selected period
- Detail of pending complaints on the selected period : source, case number, aging, opening date....

As for 24th Oct, Salesforce ticketing tool is fully replaced by Freshdesk.

With the change, affected indicators are not update anymore until further notice

Target Users

- SBS Management
- Comitee
- CRM / BRM
- GBUs Directors

Authorization & Rights

All the accesses must be validated by the

[SBS General Manager](#)

[Access form](#)

Sources	Created Complaints	Pending Complaints
Core query		
QV query	Manual extractions from: - Salesforce - Complaints entered for Service Centers and IS for 2015 - e-Room - Historical figures IS complaints for Rhodia Legacy (2014) - VIP Complaints & incidents follow-up file - Google file "SBS VIP Complaints" - Complaints received from GBUs, Functions and General Management	Manual extractions from: - Salesforce - Complaints entered for Service Centers and IS for 2015 - e-Room - Historical figures IS complaints for Rhodia Legacy (2014) - VIP Complaints & incidents follow-up file - Google file "SBS VIP Complaints" - Complaints received from GBUs, Functions and General Management
Refresh frequency	Monthly (1rst day for M-1 data)	Monthly (1rst day for M-1 data)

Specific Dimensions

- Region
- GBU & Function
- Process
- Site

Scope

- Current year
- Y-1