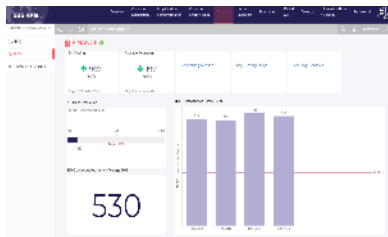


Quality



KPI Owner

- Pedro Marques - Reports delivered on time
- Olivier Leriche - BOIC reconciled

SBS Decision & Piloting Solutions Team

WW Solutions:

- Marie-Line Ardito

Regional Animator:

- Stephane Bourgeaud-Lignot/Emma Glasson (EMEA)
- Karina Tsuji (LATAM & NAM)
- Lilian Cheong (APAC)

General Description

The KPIs reflects the quality of the Process :

- Number of reports delivered within the deadline and in accordance with customer's requirements
- Number of remaining intercompany differences above 10K€

Authorization & Rights

Request for accesses

[Access form](#)

BOIC Unreconciled Items

Number of remaining intercompany differences after the reconciliation process

- Download of BOIC monthly unreconciled items above 10K€ after the end of reconciliation process
- Difference between two entities counted only once
- Comparison between month of KPI reporting vs baseline

Target : - 80% end 2020 versus average 2018 (Around 115 unreconciled positions reduction)

Source :

- Current Source: [Google sheet](#)

Refresh :

Daily

Reports non OTIF

List of all reports delivered to GBU

- Count of number of reports Non OTIF

Target : Zero Non-OTIF (on time and in full) reports

Source :

- Current Source: Google sheet

Refresh :

Monthly