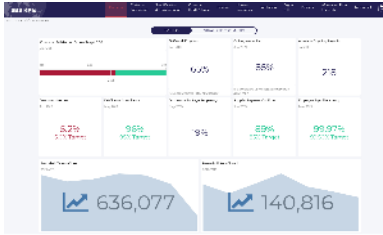


SBS KPIs Dashboard



KPIs Owners

Refers to each tab

General Description

This new single dashboard will conveniently encompass part of the KPIs previously displayed in the following dashboards: Macro KPIs, PtP, OtC, RtR, HtR, and Service Delivery covering in total of 75 KPIs. With the new dashboard, it is:

- to reflect the new organization following Oxygen implementation.
- to capture SBS performance with the most significant KPIs directly selected by the new teams, within a unique dashboard.
- to Simplify the navigation and the maintenance of the KPIs.

Beside "combining" all the KPIs from different service lines into 1 dashboard, the new dashboard was built using the new application - Qlik Sense. Qlik Sense is not an upgrade version of QlikView, to know more about [Qlik Sense Tour](#).

Target Users

- SBS Management Committee
- SBS Services Lines Members
- GBUs Directors
- GBUs Functions
- GBUs Controllers

Authorization & Rights

All the accesses must be validated by

[Access Request Form](#)

Dashboard Structure - How the dashboard is built?

- Introduction to Qlik Sense Mashup

A Qlik Sense mashup is a web site which uses Qlik Sense objects from one or more Qlik Sense apps to create an unique web service with one graphical interface.

For **SBS KPIs**, we have created a responsive web site using data and visualizations from **3 Qlik Sense apps** (SBS Global, SBS Customer Credit & Trade, SBS Purchasing), including also **3 Google Data Studio Dashboards** (Customer Satisfaction Result, SBS Continuous Improvement , PtP Simplification).

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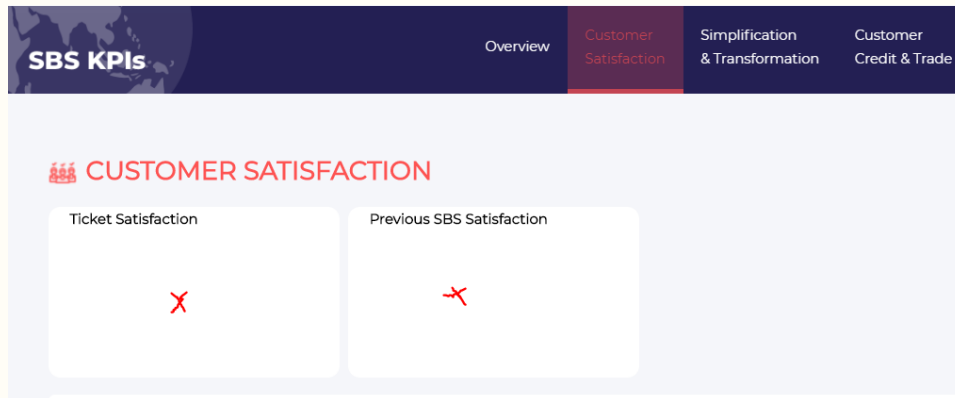
- Advantages of Mashup in Qlik Sense

Qlik Sense mashups are beneficial to users in many ways:

- Mashups allow an easy web integration of Qlik Sense apps and its objects.
- It offers great User Interface flexibility in terms of design and functions.



1. It is recommended to access the SBS KPIs Dashboard using the Google Chrome browser so that it will be able to display the data from Google Data Studio.
2. When there is blank in the white boxes (with red x marked) which usually located on top of each pages, please refresh the page. There shouldn't be any blanks all the time



- My Entry Point?

blocked URL! **I'm interested in SBS in general, I'll use website (Mashup).**

blocked URL! **I'm an expert user of Customer Credit & Trade, I'll use Sense Hub.**

blocked URL! **I'm not sure which to use, I'll use website (Mashup).**

blocked URL! **I'm an expert user of Purchasing, I'll use Sense Hub.**

Tab

- Overview
- Customer Satisfaction
- Simplification & Transformation
- Customer Credit & Trade
- Finance
- Human Resources
- Purchasing
- Digital & IT
- Projects
- Information Risks & Security
- Transversal

Period of Analysis

- Year - 1
- Year
- Month

Currencies

- EUR and USD only
- Conversion rate : End of month