

SBS KPIs Dashboard - Customer Satisfaction



KPI Owner

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SBS Decision & Piloting Solution Team

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General Description

Rating collected from Business Relationship Manager (BRM) and Customer Relationship Manager (CRM) for SBS services rendered. Survey is sent to all GBUs and functions each quarter to collect feedbacks. Collection of rating is done and updated quarterly.

The rating is as follow :

| | | | | | |
|--------------------|----------------------|----------------------|------------------|---------------|-----------------|
| 0 - Not applicable | 1 - Not Satisfactory | 2 - Need Improvement | 3 - Satisfactory | 4 - Very Good | 5 - Outstanding |
|--------------------|----------------------|----------------------|------------------|---------------|-----------------|

- Average score and Number of Answers by GBU & Function represents the average scoring and the number of answers received from GBU & from Function depending on the selected quarter
- Average score by Service Line represents the average scoring given by both GBUs and Functions to each Service Line for the selected quarter
- SBS Summary is the total average score received from GBUs and Functions for all the SBS Services by quarter
- Details of the Average score for each Service Line by quarter with an indication of the trend of the current quarter vs the previous quarter. The details of the score given by the GBUs and the Functions each quarter is also available
- Net Promoter score shows the repartition in number and in % of Promoters, Passives and Detractors of SBS Services depending on the selected period.

Target Users

- SBS Management Comitee
- CRM / BRM
- GBUs Directors

Authorization & Rights

Request for accesses

[Access form](#)

Calculation

Average Score

Each GBU and Function represents the same weighted value of 1 out of the total number of GBUs and Functions. Equally each Service within a Service Line represents a weighted value of 1 out of all the services within the given process.

From the Raw Data :

1. calculation of the average that each GBU/Function gave to each Service
2. from those averages we calculate directly :
 - o Services Line score
 - o GBU/Functions score
 - o Overall score



Net Promoters

It corresponds to the numbers of each score received from GBUs and Function split by the following scale :

- 4 or 5 => Promoter
- 3 => Passive
- 1 or 2 => Detractor

| Sources | Average Score | Net Promoter |
|-------------------|--|--|
| Core query | SBS Quarterly Survey | SBS Quarterly Survey |
| QS query | Google Data Studio report from "Survey responds" | Google Data Studio report from "Survey responds" |
| Refresh frequency | Quarterly | Quarterly |

| Specific Dimensions |
|--|
| <ul style="list-style-type: none"> • Region • GBU & Function • Service Line |

| Scope |
|---|
| <ul style="list-style-type: none"> • Current year • Y-1 |