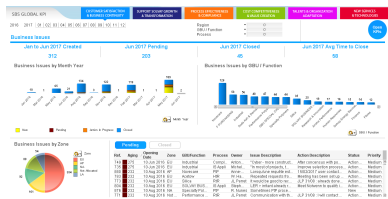


Business Issues



Process Owner

Benoit Soulie

Head of WW Process Performance

D&PS Expert

Miriam Lutrin

General Description

- Key Business Issues expressed by GBU's and Functions during different events (Quarterly Customer Dashboards, One-to-one meetings, SBS GBU Steercos, etc.). The objective is to register, follow-up closely and monitor all key issues reported by stakeholders to define and implement action plans and improve the services delivered by SBS.
- Number of Business Issue created, closed pending on the selected period
 - Average time to close a Business Issue (calendar days)
 - Number of Business Issues by Action Type on the selected period
 - Trend of Business Issues by Month with a split by Status
 - Number of Business Issues ranked by GBU/function, by Process or by Type
 - Number of Business Issues by Zone or by Event Group on the Selected period
 - Details of Pending Business Issues with the Reference, the aging, the status, the priority...The list of Closed Business Issue with the same details is available by clicking on "Closed"

Target Users

- SBS Management Comitee
- CRM / BRM
- GBU's Directors

Authorization & Rights

All the accesses must be validated by the

[SBS General Manager](#)

[Access form](#)

Sources	Business Issue
QV query	Manual file - Google File - "SD&Business Relations Issues and Action Follow-Up"
Refresh frequency	Monthly (1rst day for M-1 data)

Specific Dimensions

- Region
- GBU & Function
- Process

Scope

- Current year
- Y-1