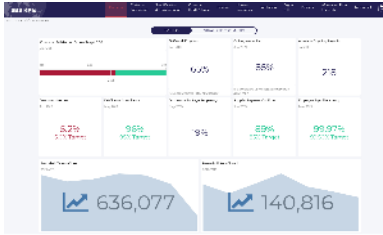


SBS KPIs Dashboard - Overview



KPIs Owners

Refer to each tab

General Description

To start off, this is an overview page of the main KPIs of each service line. There are 2 sections in this page:

- Trends
- Strategic Comments

Target Users

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

Main KPIs in Trends

- Customer Satisfaction Score
- Ongoing Projects
- Customer Overdue
- D4 Closure Compliance
- D4 Closure Package Reopening
- Supplier Payment On Time
- Employee Payroll Accuracy
- FreshDesk Tickets Closed
- Remedy Tickets Closed

Authorization & Rights

Request for accesses

[Access Request Form](#)

Strategic Comments

- Comments updated in each quarter according to each service

Currencies

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