

I Report Monthly Results

Tasks to be completed when documenting an operation (from creation to publication)

1. Enter the **Title of the operation / page**

2. Add the following Labels:

- Scope of applicability: ww, country_accounting
- Country or group of countries (if applicable): belux, china, france, italy, lam, nam,uk_ie, bulgaria, dach, netherlands, iberia, poland, latvia, australia, india, japan, south_korea, thailand, singapore, new_zealand, emea_transversal, apac_transversal
- Unit and Domain according to the [List of labels to be used in the Finance Service Line space](#)
 - E.g. 1: WW Operation in Financial Accounting under domain "Central Finance Processes & Compliance":
 - Labels to be used: **ww, financial_accounting, central_fin_proc_compliance**
 - E.g. 2: France Operation in Financial Accounting:
 - Labels to be used: **country_accounting, france, financial_accounting**
(for country operations, the Domain is always country_accounting)

3. Fill in all fields as described above

4. Name the title of each section using OPD methodology naming convention - **Infinitive verb without the "to", mainly action verb...something) -" I do something..."**

5. Once the description of the operation is completed, ensure it is approved and published by launching the [SBS-Finance approval workflow](#)

Domain:N/A

Responsibility area:

Table of contents

- Tasks to be completed when documenting an operation (from creation to publication)
 - 1. Enter the Title of the operation / page
 - 2. Add the following Labels:
 - Scope of applicability: ww, country_accounting
 - Country or group of countries (if applicable): belux, china, france, italy, lam, nam,uk_ie, bulgaria, dach, netherlands, iberia, poland, latvia, australia, india, japan, south_korea, thailand, singapore, new_zealand, emea_transversal, apac_transversal
 - Unit and Domain according to the [List of labels to be used in the Finance Service Line space](#)
 - 3. Fill in all fields as described above
 - 4. Name the title of each section using OPD methodology naming convention - Infinitive verb without the "to", mainly action verb...something) -" I do something..."
 - 5. Once the description of the operation is completed, ensure it is approved and published by launching the SBS-Finance approval workflow
- Table of contents
 - 1. Report FSL Performance Result in WW
 - 1.1. Objective of this OperationReport FSL Performance Result
 - 1.2. ScopeWW
 - 2. Definitions
 - 3. Tasks description
 - 3.1 I share the monthly results to SCo-\$GBS Finance All on around D+10.
 - To: GBS_finance_all,
 - CC: people requested by FSL manager.
 - 3.2 I update MBR slide 1 day prior to MBR meeting.
 - Finger out the story behind the number to answer question on the meeting.

Scope



ERP

PF2 WP2 PI2

Frequency



References

Forms

Attachments

<< | Report Monthly Results >>

1. Report FSL Performance Result in WW

1.1. Objective of this OperationReport FSL Performance Result

1.2. ScopeWW

2. Definitions

See [Finance Glossary](#):

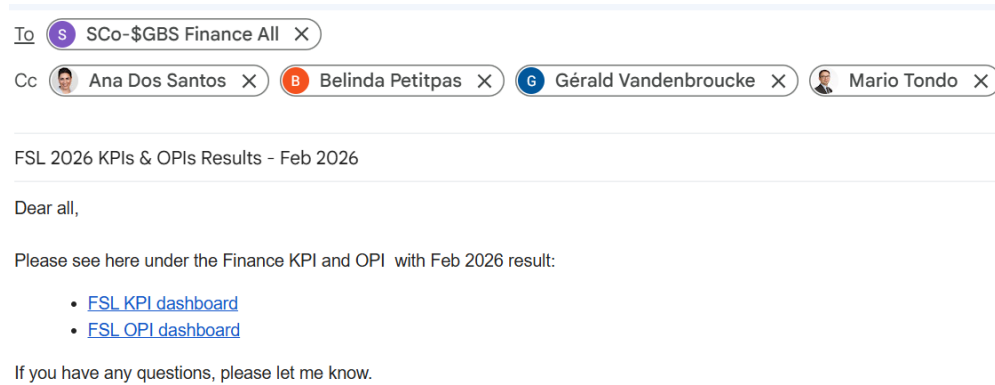
- ...

3. Tasks description

3.1 I share the monthly results to SCo-\$GBS Finance All on around D+10.

To: GBS_finance_all,

CC: people requested by FSL manager.



3.2 I update MBR slide 1 day prior to MBR meeting.

Finger out the story behind the number to answer question on the meeting.

Monthly Business Review - December
FSL Performance Review

	KPI	Target	OCT	NOV	DEC	Status / trend	
Service performance	Closing D4 with no late reopening	95%	98%	98%	75%	Declining	<ul style="list-style-type: none"> Technical FR BE pos Tax block was resolved Projects IT were finished
	Financial statements signed within statutory deadline (yearly)	93%	93%	93.5%	94%	Improving	YTD 94%, 62 cc
Customer satisfaction	Satisfaction rate	4.5 (starting from 2026)	4.78	4.75	4.73	Stable	Team with rating team leader.
	# Claims		0	0	0	Stable	
People	Attrition	<15%	7.2%	7.4%	6.3%	Improving	Stable
	Engagement by Quarter (*) (three month period)	80%				Improving	

End of document.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Mar 05, 2026	Actor	Type	Activity	Version
Published	LI, Qiaosi (Joice)	Edit	updated the page at 12:09 pm	
	LI, Qiaosi (Joice)	State	changed state to Published at 11:24 am	v6
Draft	LI, Qiaosi (Joice)	State	gave <i>Approvers</i> approval at 11:24 am	
		State	changed state to Draft at 11:22 am	v6
Published	LI, Qiaosi (Joice)	State	changed state to Published at 11:12 am	v5
Draft	LI, Qiaosi (Joice)	State	gave <i>Approvers</i> approval at 11:12 am	
		State	changed state to Draft at 11:09 am	v2