SQUARE/KPI actual use cases

Evaluating and Improving the Performance of Business Processes
Monitoring Project Management

Objective
- Keep projects on track by monitoring project planification according criteria such as human resources availability, task planning, engineers skills...

Data processing and analysis
- Data Origin: Lynx
- Periodicity: Monthly automated extraction and update
- Extracts from Squore dashboard

Comments
- Green: projects are on track
- Red: projects are late
- KPI: Ratio of “on track” projects
Monitoring Customer Claim Management

Objective
- Evaluate and improve response times of the Quality team to customer claims

Data processing and analysis
- Data Origin: SAP
- Periodicity: Daily automated extraction and update
- Extracts from Squore dashboard

Comments
- Grey line: average response time to customer
- Red line: objective to respect
- KPI: Ratio of Claims which are resolved
Monitoring Procurement Team Efficiency

**Objective**
- Evaluate and improve procurement team efficiency according average discount per order
- Reduce travel costs and develop regional ecosystem by promoting local sourcing

**Data processing and analysis**
- Data Origin: SAP, excel
- Periodicity: Monthly automated extraction and update
- Extracts from Squore dashboard

**Comments**
- Grey line: actual trend of the metric
- Red line: objective to respect
- KPI: Ratio of objectives met
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