

Square/KPI actual use cases

Evaluating and Improving the Performance of Business Processes

Monitoring Project Management

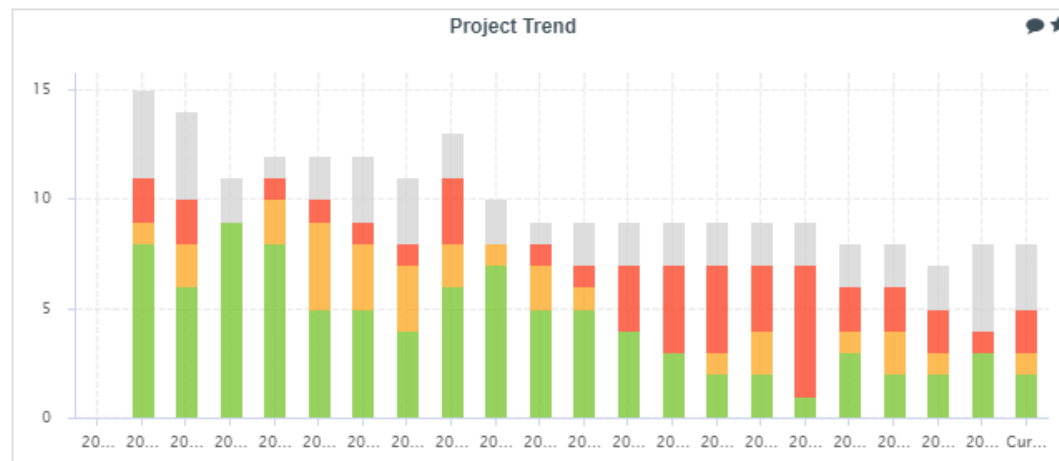
Objective

- ▶ 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

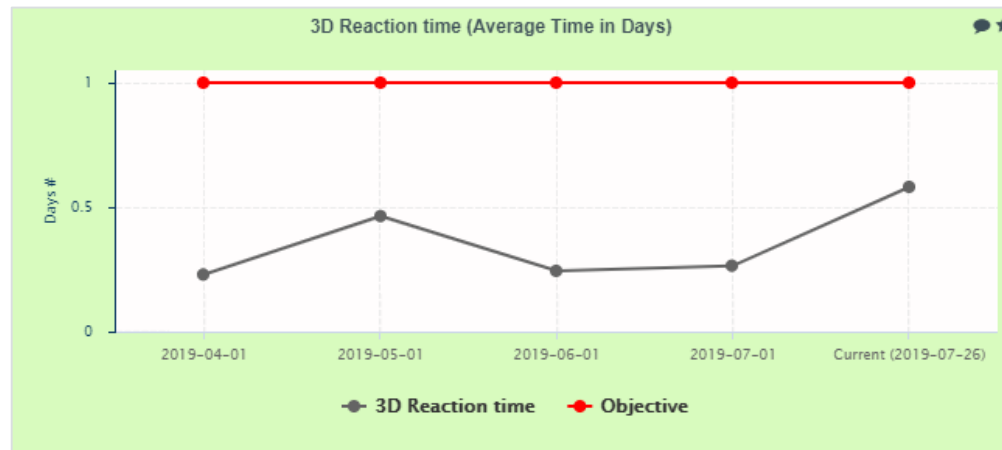
Objective

- ▶ 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

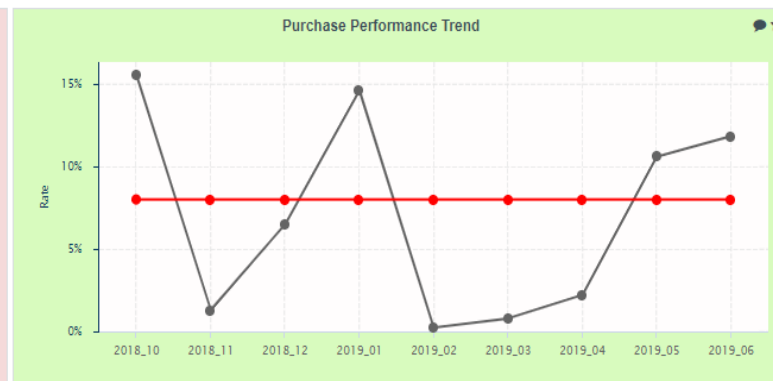
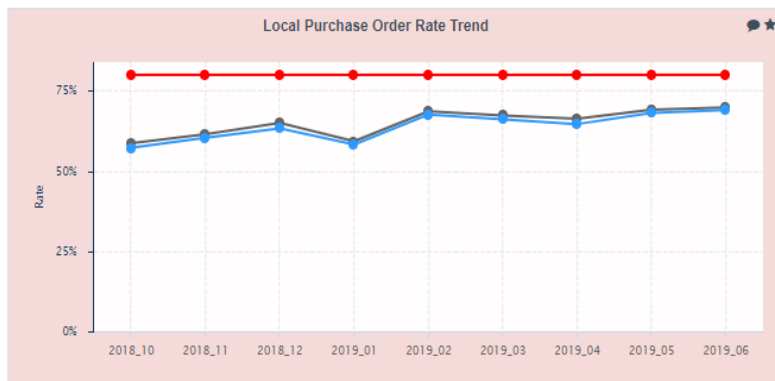
Objective

- ▶ 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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