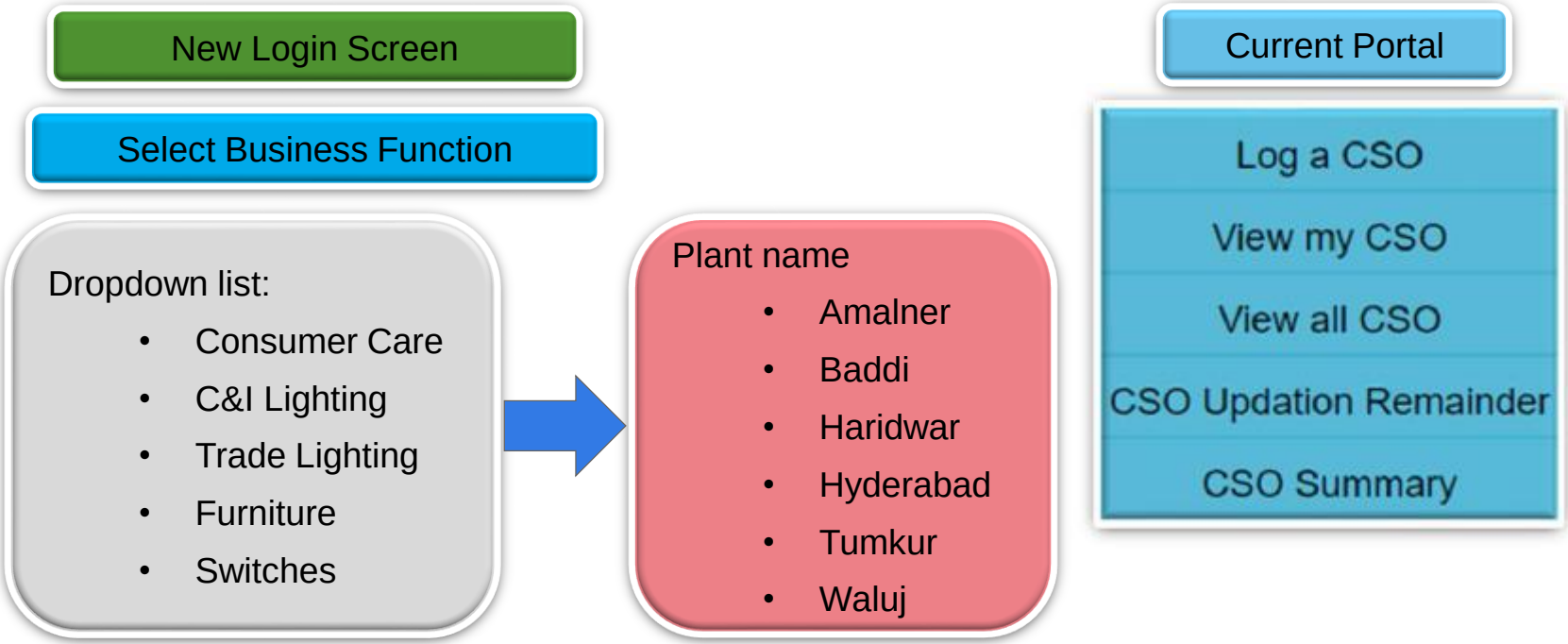
CSO Portal Improvements

Sensitivity: Internal & Restricted

Customer Satisfaction Opportunities (CSO)



Main Page

- Log a CSO

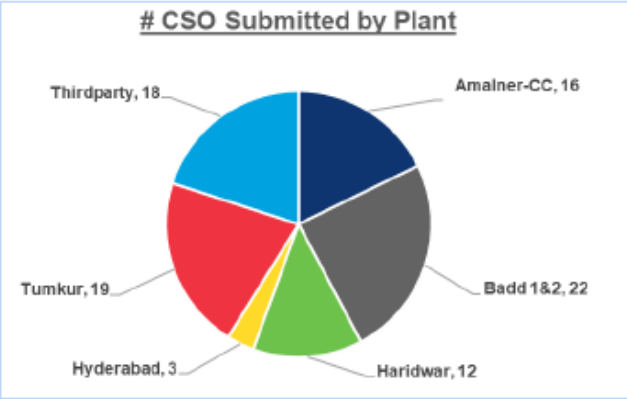
- View my CSO
- View Pending CSO
- View CSO for Approval

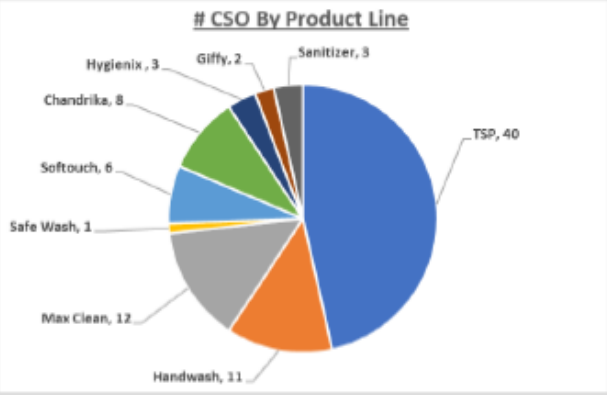
- CSO Summary with Root cause and corrective action
- CSO Pending
- CSO Crossed > 45 days
- CSOs generated by Plant
- Graphs
  - CSO lodged against Plant
  - CSO Submitted vs Target
  - CSO by Classification
  - CSO Open vs Closed
  - CSO by product line
  - Repetitive Complaints by Plant by Product

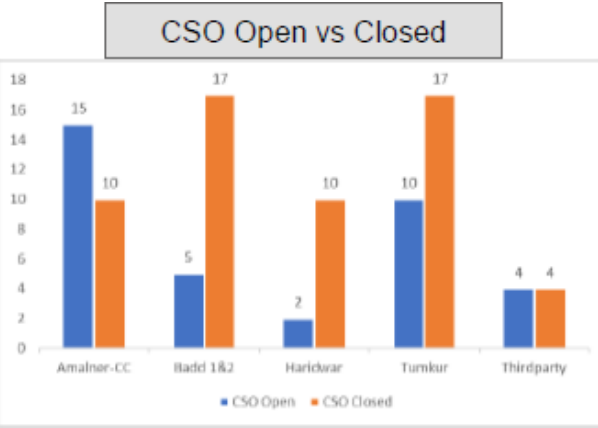
- Training Material

Is it possible to provide IT help desk link to raise the ticket?

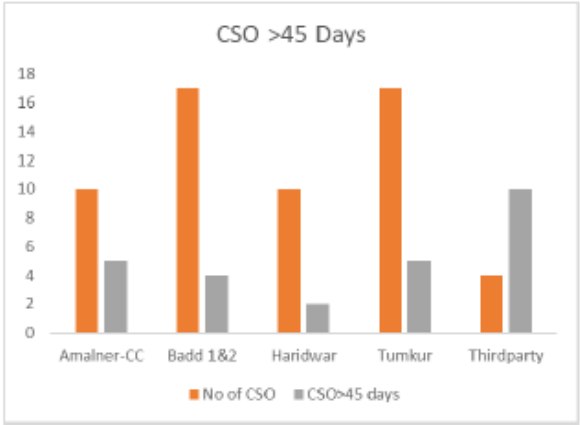
Dashboard for Consumer Care







Packaging vs FG graph
And
By complaint type



Repetitive Complaints by Plant a by product line

Log CSO

Inputs

Dropdown list

General Information

Logged By

Date

Division / Business Unit

Category / Function

Tool tip : “Definition of the field “ when we move the cursor

Product Information

Description of Complaint

Source of Complaint

Brand Name

Product Type

Plant Name/ Third party

Nearest Plant Name

Batch #

Date

Quantity

Supplied Quantity

Cat reference

Images

CSO Analysis & Solution

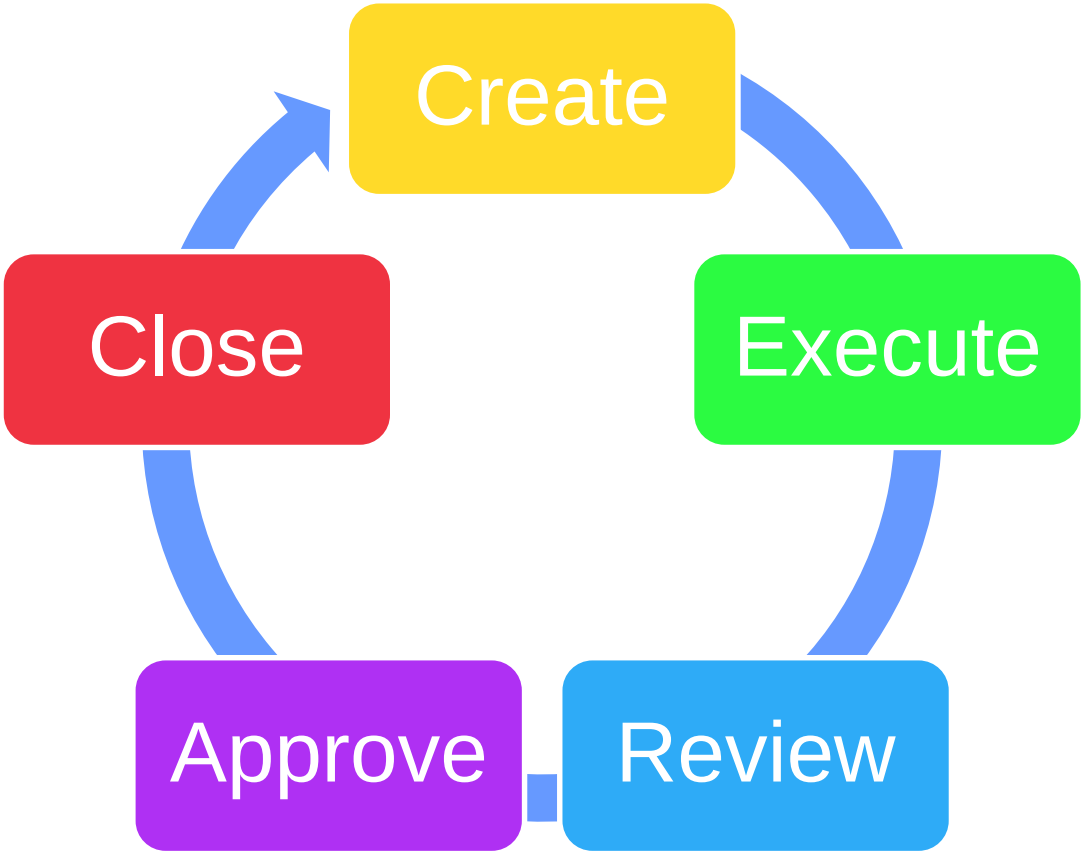
General Information

Logged By	Date	Division	Category / Function	

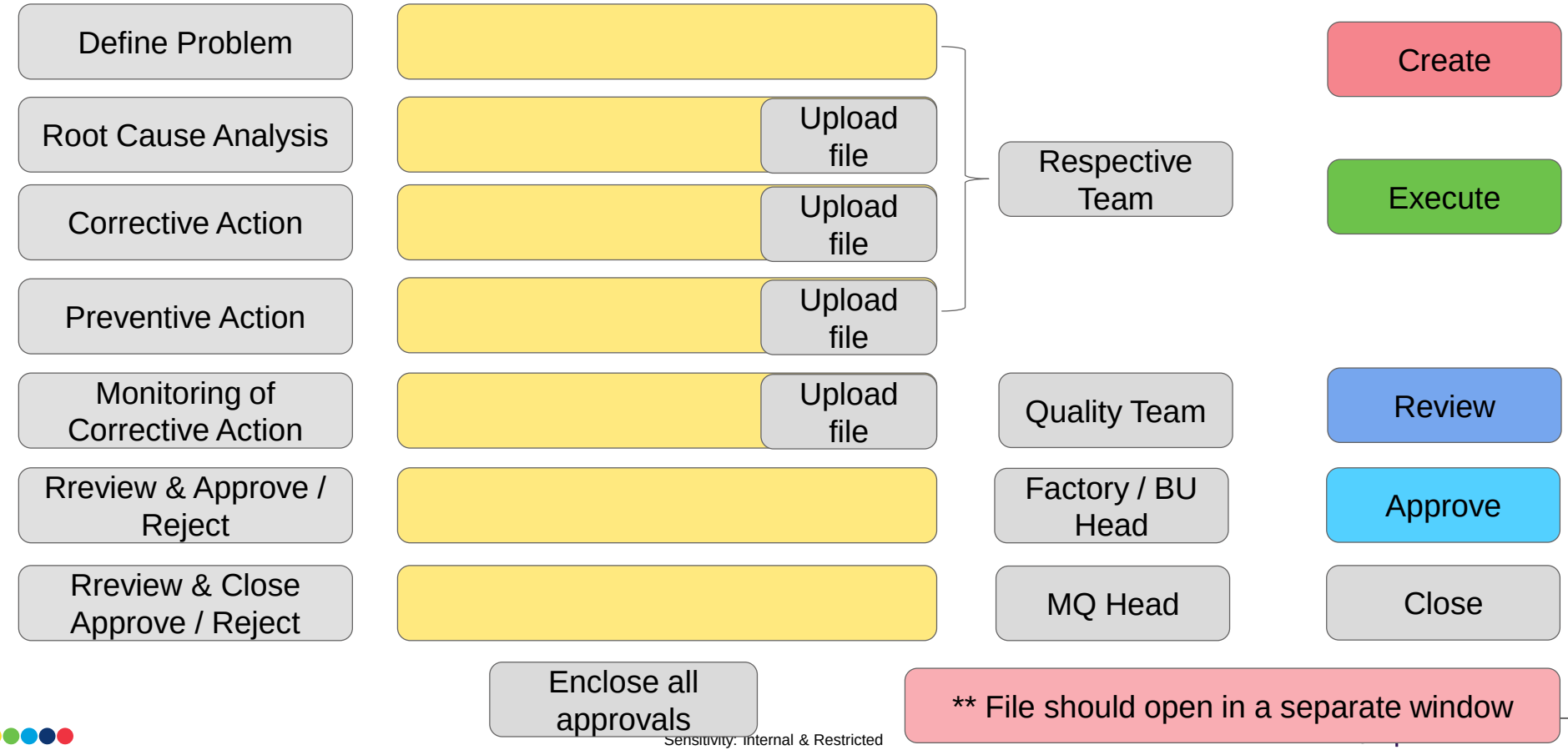
Complaint Details

Complaint Type	Description of Complaint	Source of Complaint	CSO Class	Cat reference
Brand Name	Product Type	Plant Name/ Third party	Nearest Plant Name	
Batch #	Date	Quantity	Images	Supplied Quantity

Workflow

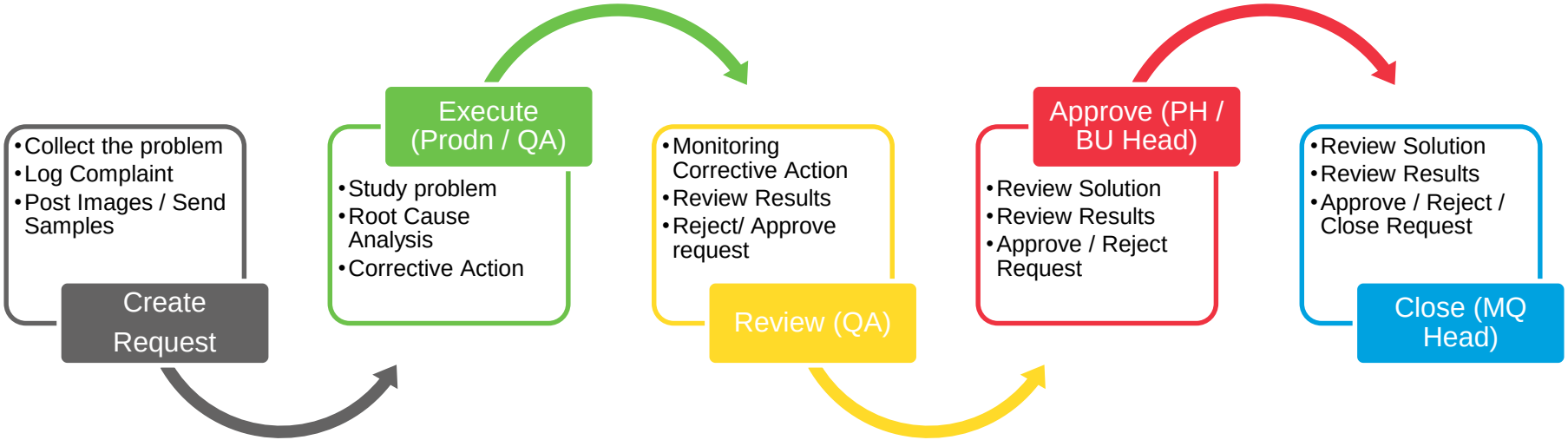


Analysis & Solution



Sensitivity: Internal & Restricted

Approval Workflow



Work flow followed by escalation Mechanism

MIS Report with key highlights on monthly basis

Any CSO which needs a deviation (>45 days) will go for Raina Sir Approval

View My CSO

From | To | Search

My CSO

Date	CSO #	Plant Name	Brand Name	Product Type	Complaint Type	Description of Complaint	Status

View All CSO

Date	CSO #	Plant Name	Brand Name	Product Type	Complaint Type	Description of Complaint	Status

MIS Report

CSO MIS Report

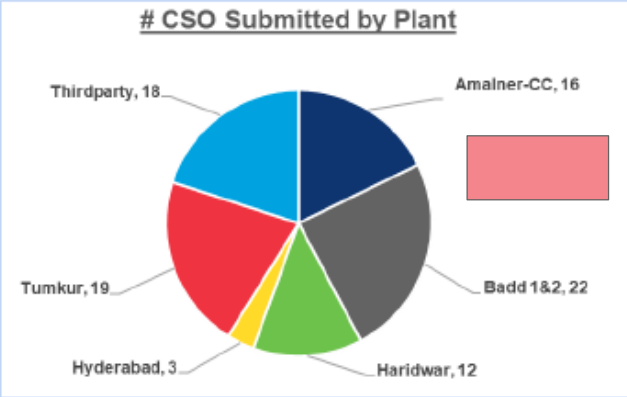
Business Function	Monthly				QTLY				YTD			
	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days
Consumer care												
C&I Lighting												
Trade Lighting												
Switches												
Furniture												
Total	0	0	0	0	0	0	0	0	0	0	0	0

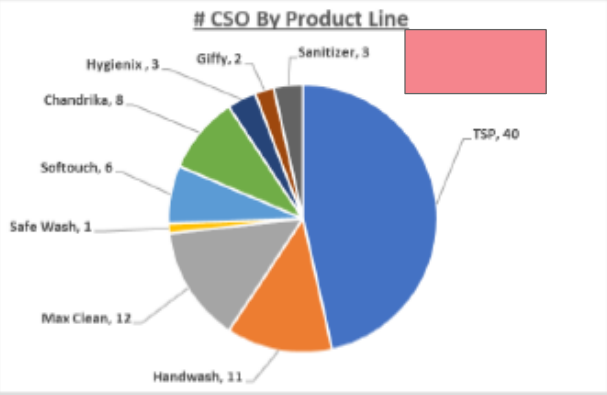
Locations	Monthly				QTLY				YTD			
	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of CSO Crossed 45 days
Amalner												
Haridwar												
Hyderabad												
Tumkur												
Baddi												
Waluj												
Total	0	0	0	0	0	0	0	0	0	0	0	0

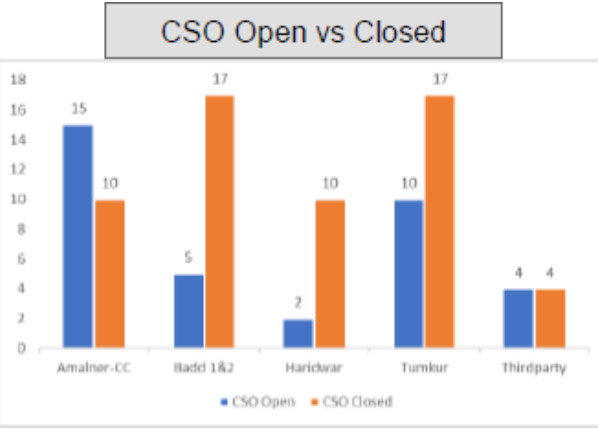
Product line	Monthly				QTLY				YTD			
	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	Major Defect Category	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	Major Defect Category	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	Major Defect Category
TSP												
Hand wash												
Max Clean												
Safe wash												
Softouch												
Chandrika												
Hygienix												
Giffy												
Sanitizer												
Total	0	0	0		0	0	0		0	0	0	

Inputs for C&I

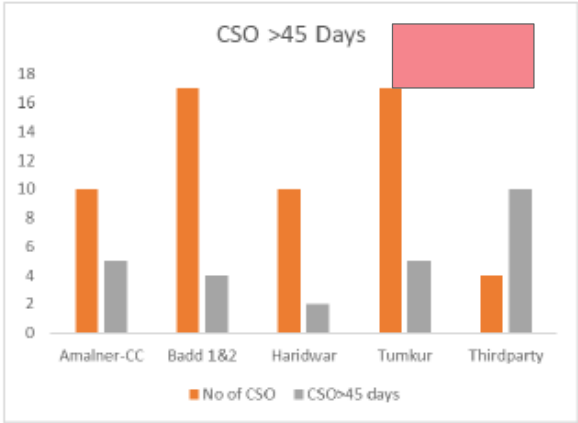
Dashboard for Consumer Care







Packaging vs FG graph



Repetitive Complaints by Plant a by product line

Dashboard for Lighting

Product Wise CSO

CSO By classification Pending Vs Closed

Complaints by Category

By Complaint

Complaints by Vendor

A Class CSO > 45 days

Log CSO

Additional fields for C&I

Inputs

Dropdown list

General Information

Logged By

Date

Division / Business Unit

Category / Function

Tool tip : “Definition of the field “ when we move the cursor

Product Information

Complaint Type

Description of Complaint

Source of Complaint

Cat reference

CSO Class

Brand Name

Product Type

Plant Name/ Third party

Nearest Plant Name

Batch #

Date

Failed Quantity

Supplied Quantity

Images

Analysis & Solution

General Information

Logged By	Date	Division	Category	

Complaint Details

Complaint Type	Description of Complaint	Source of Complaint	CSO Class	Cat reference
Brand Name	Product Type	Plant Name/ Third party	Nearest Plant Name	
Batch #	Date	Quantity	Images	Supplied Quantity

MIS Report

CSO MIS Report

Business Function	Monthly					QTLY					YTD				
	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days
Consumer care															
C&I Lighting															
Trade Lighting															
Switches															
Furniture															
Total	0	0	0		0	0	0	0		0	0	0	0		0

This Report is common across CCLG

Vendor	Monthly					QTLY					YTD				
	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	# of CSO Generated	# of CSO Closed	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45
Vendor-1															
Vendor-2															
Vendor-3															
Vendor-4															
Vendor-5															
Vendor-6															
Total	0	0	0		0	0	0	0		0	0	0	0		0

Product line	Monthly					QTLY					YTD				
	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	Major Defect Category	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	Major Defect Category	# of CSO Generated	# of A - Category CSO	# of B - Category CSO	# of A Category Crossed 45 days	Major Defect Category
Indoor- Linear															
Indoor- DL															
Indoor- Batten															
Indoor- 2X2															
Indoor -Others															
Outdoor- Street Light															
Outdoor- Flood Light															
Outdoor- Post top															
Outdoor -Others															
Industrial- Linear															
Industrial- Batten															
Industrial- High bay															
Industrial- Well Glass															
Canopy															
Solar															
Smart & Connected															
Total	0	0	0			0	0	0			0	0	0		

Can we have product type as Indoor, Outdoor, Canopy, Solar and Smart & Connected

Thank You

Signature Not Verified

Digitally signed by RAKESH JAYANTILAL RAJPUT
c=IN,o=PERSONAL,ou=,st=Maharashtra,PostalCode=400067
Date: 2024.01.19 17:12:36 +05:30
Reason: Evaluation Version :- www.saibex.co.in
Location: Evaluation Version :- www.saibex.co.in

Sensitivity: Internal & Restricted