

Radar Charts

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SAP BusinessObjects

THE BEST-RUN BUSINESSES RUN SAP™



Why Radar Charts?

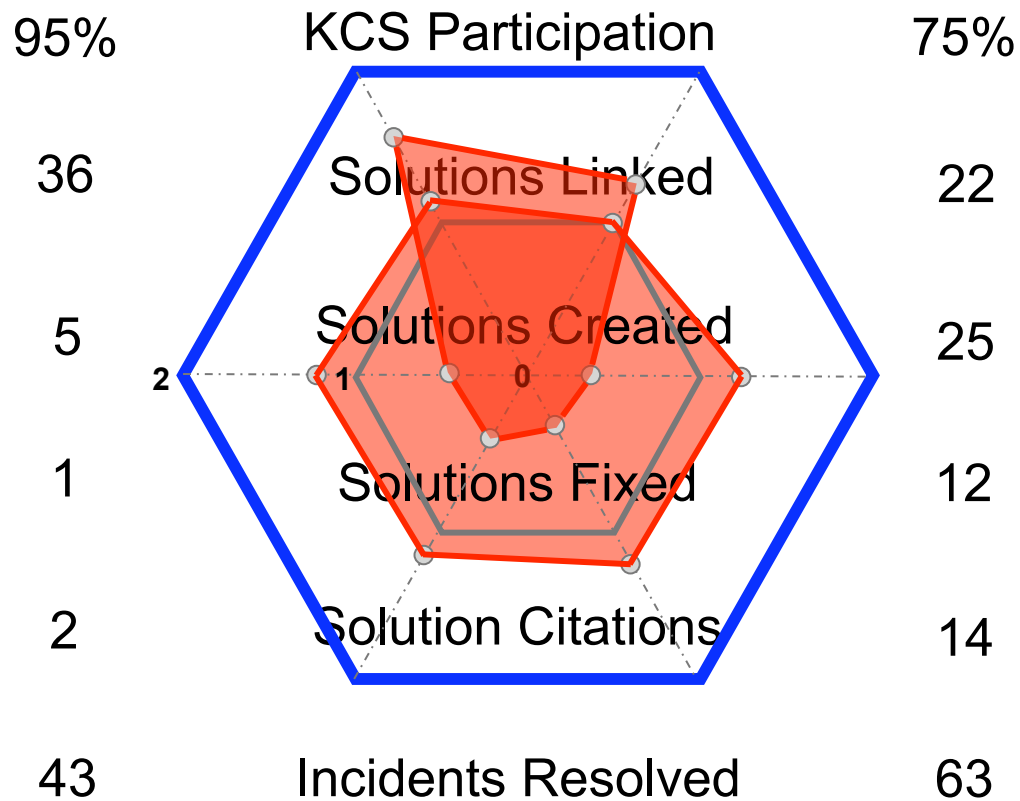


John		Paul
95%	KCS Participation	75%
36	Solutions Linked	22
5	Solutions Created	25
1	Solutions Fixed	12
2	Solution Citations	14
43	Incidents Resolved	63

Why Radar Charts?



John Paul – 95% Participation Paul



SAP BusinessObjects Metrics



PCC Top Box %

Percentage of surveys scoring 8, 9 or 10 for Overall Satisfaction

Average PCC Score

Average survey scores for all questions

Messages Solved

Number of Incidents Resolved

Open Messages

Number of Incidents Open (backlog)

Open > 14 Cal Days

The number of incidents open longer than 14 calendar days.

% Closed <= 7 Cal Days

The percentage of incidents closed within 7 calendar days.

% Closed Same Cal Day

The percentage of incidents closed within 1 day.

Participation Rate

Percentage of incidents closed, solved using a resolution

Link Count

Number incidents solved with an existing resolution

Citation Count

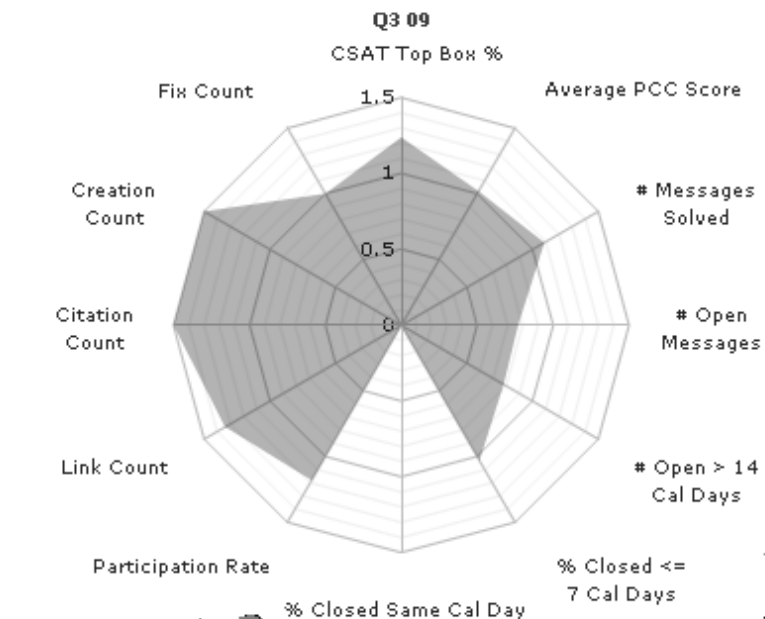
Number of resolutions used by other engineers to solve incidents

Creation Count

The number of newly created and published resolutions

Fix Count

The number of edits made to published resolutions





1 Day Radar Charts Training given to all Support Managers

- Refresher on KCS Methodology
 - Definition of KCS Metrics
 - Correlations between KCS and Incident metrics

- Practise in interpreting Radar Charts
 - 2 Case Studies
 - 6 Role Plays

- Coaching for High Performance Training
 - GROW Model - developed by John Whitmore
 - Uses effective questions to raise awareness and responsibility.

Demo

Thank you!