DATA DEMYSTIFIED SUMMIT | BERLIN

Data Quality

How Data Quality & Process Metrics Work Together to Boost Performance?

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How data quality & process metrics work together to boost performance

On average, it takes

2 months to climb

Mount Everest

What seems disconnected at first becomes insight once we understand the context, relationships & dependencies

Dependent areas for performance improvement

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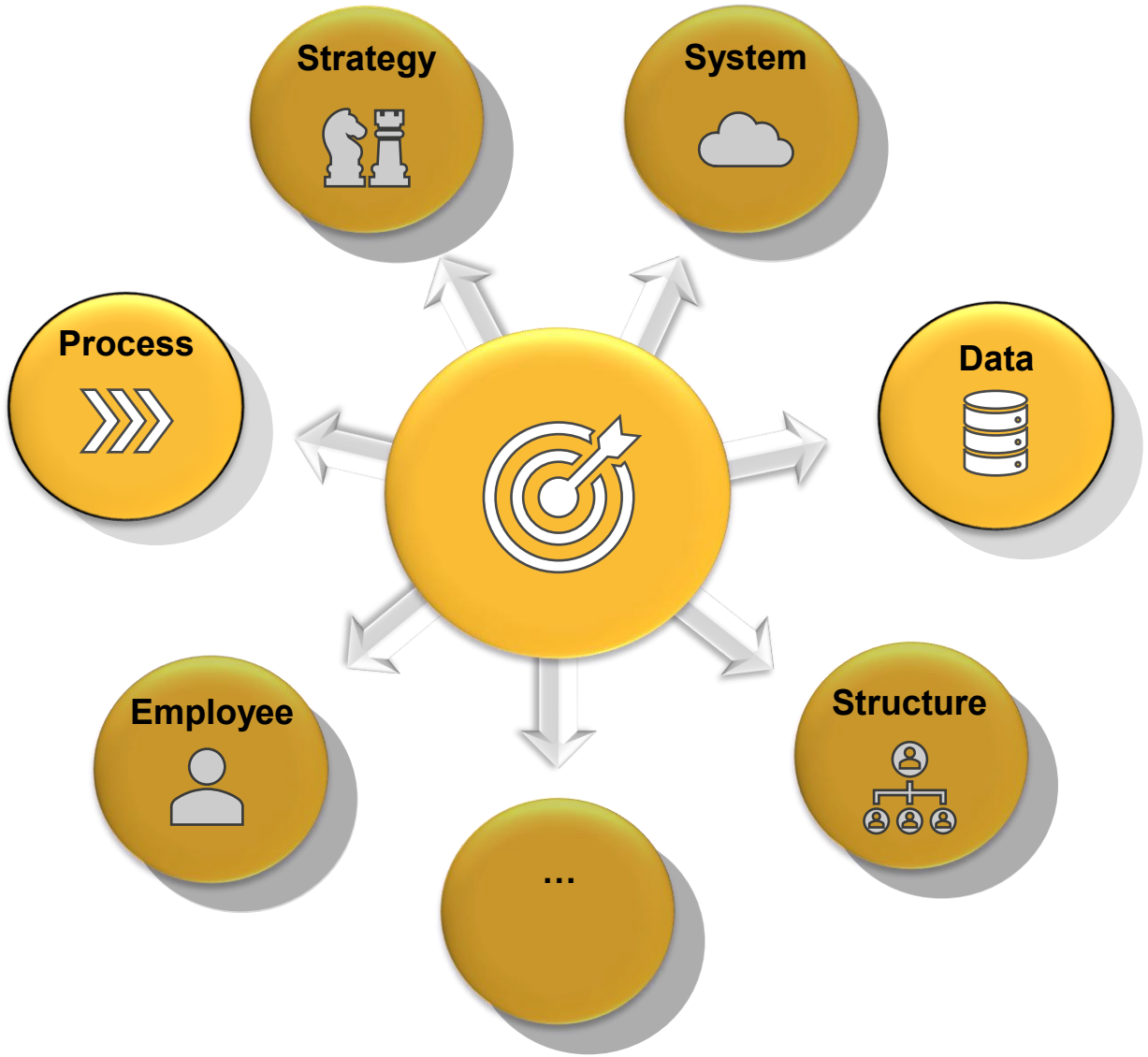
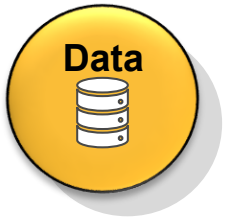


Method for identifying anomalies between processes & data



Process overview (e.g., lead-to-order)

Define target process

Analyze target vs. actual process using evaluation criteria

Anomaly detected?

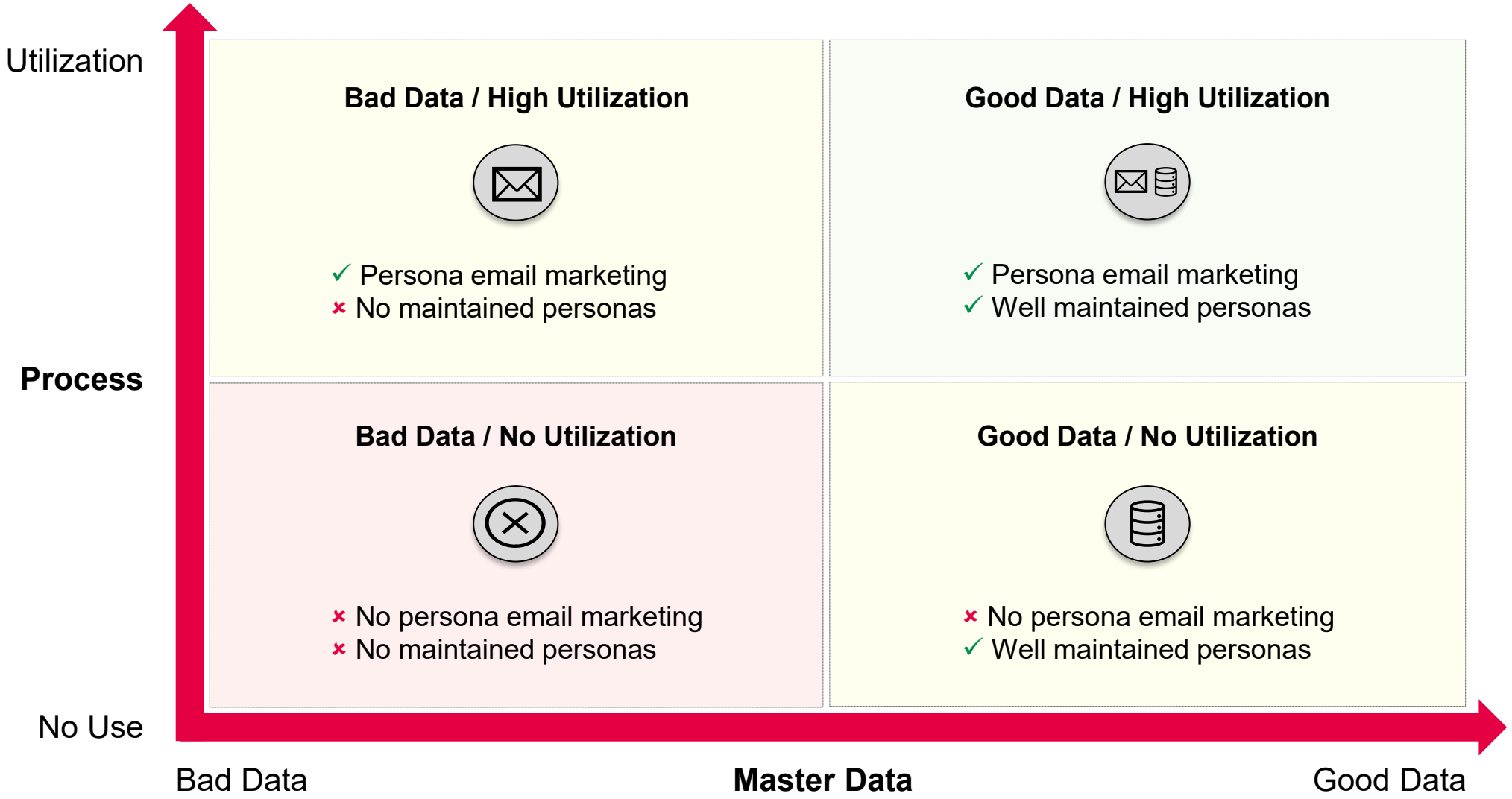
What data do we need for this process?

What would “good” data look like?

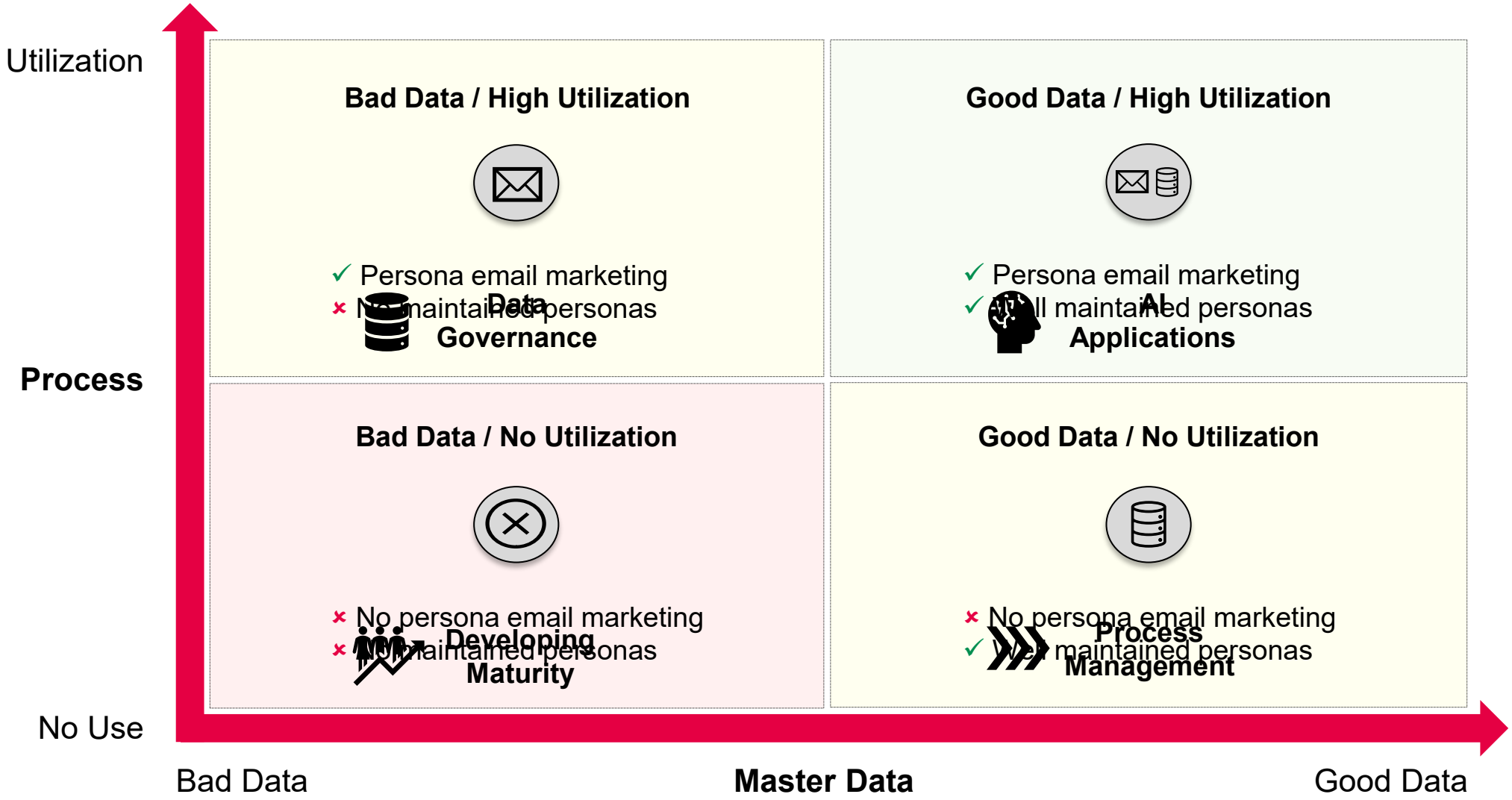
Compare “good” data with current data

Anomaly detected?

Process & Data Performance Matrix



Process & Data Performance Matrix

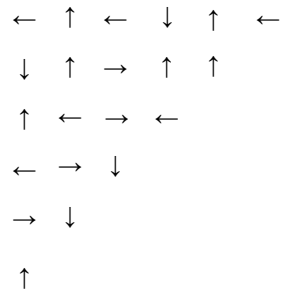


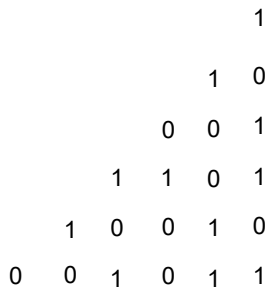
Process & Data Performance Matrix - Rittal Best Practice

Process & Data Performance Matrix - Rittal Best Practice

Process Score

Indicates whether the lead-to-order process is being followed from a qualitative & quantitative perspective





Master Data Score

Indicates whether process relevant customer master data & contact data are maintained

Deep Dive - Rittal Master Data Score

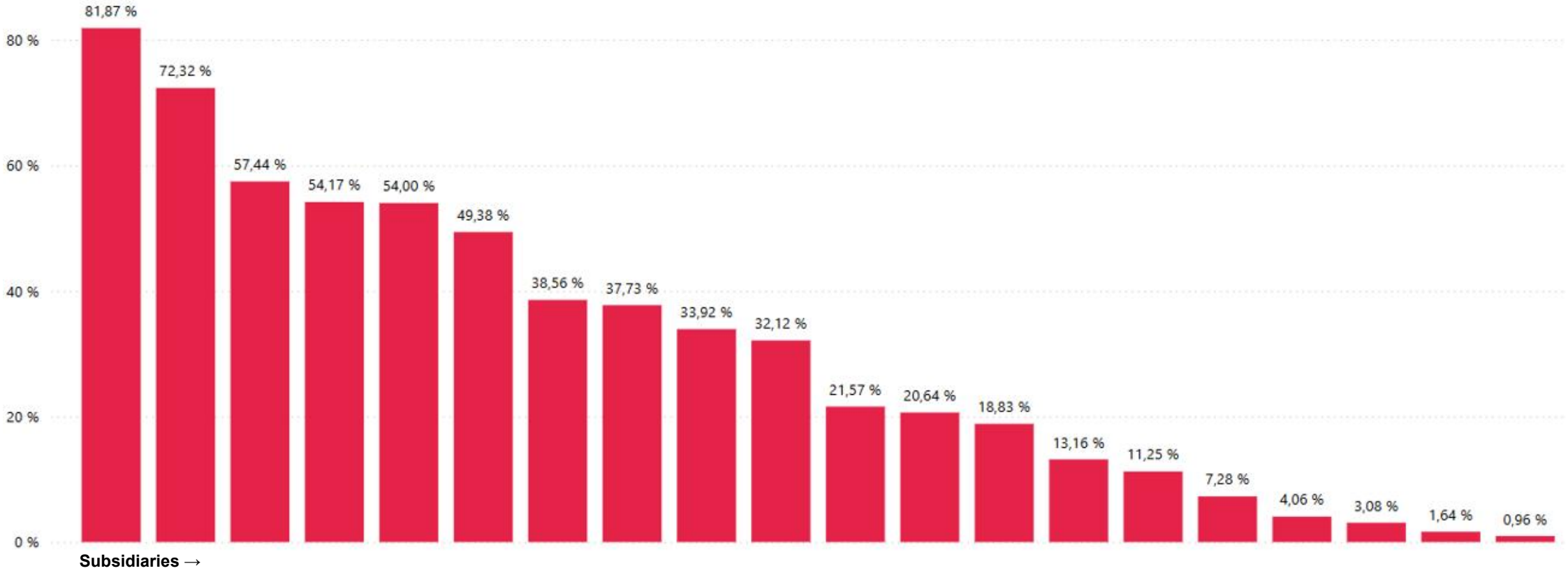
Role

Customers | Prospects

KPI

Cust. with Contacts | Cust. with Horizontals | Cust. with Verticals | Cont. with Department | **Cont. with Function** | Cont. with Title

Excluded are: Ship-to-Party, Bill-to-Party, Affiliated Customers, Representatives, Internal Customers



Deep Dive - Rittal Process Score

Lead-to-Order

Quantity KPI

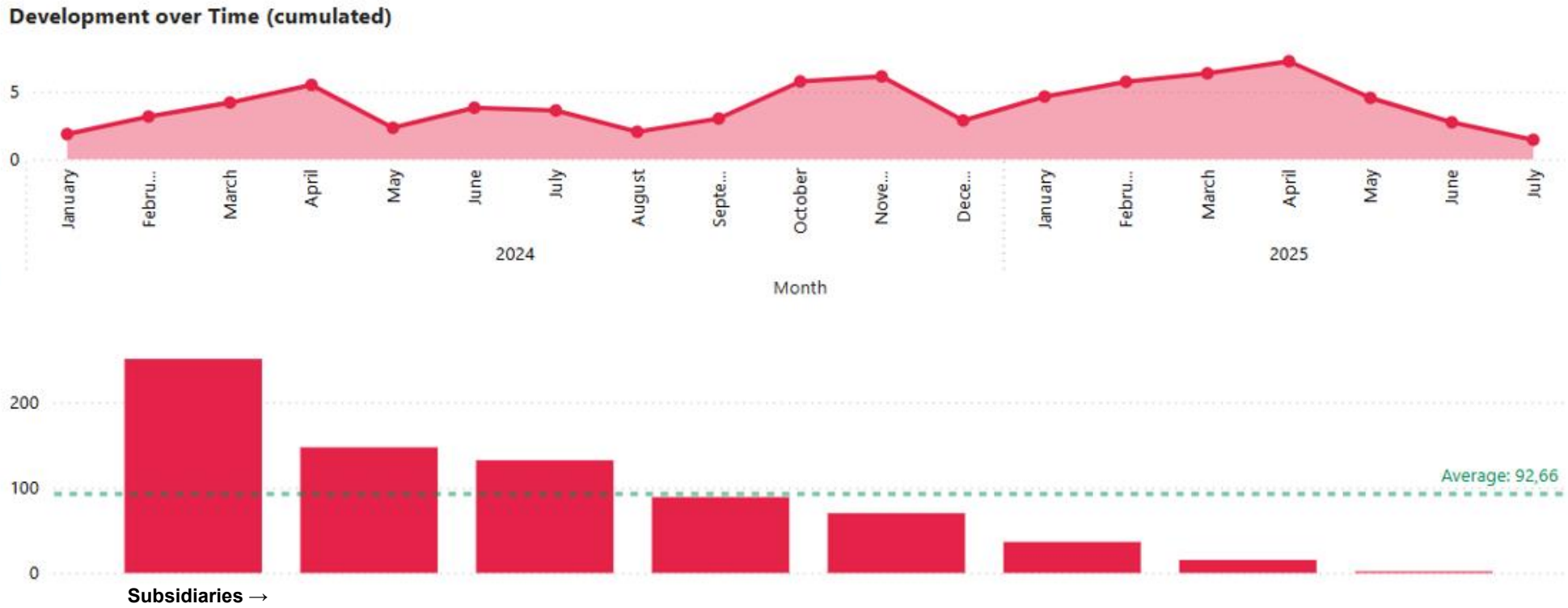
- Number of Leads
- Number of Opportunities
- Number of Visits
- Number of Quotations

Quality KPI

- %-Open Leads
- %-Open Opportunities
- %-Open Visits
- %-Open Quotations
- %-Opp: Clos Date in the past still Progress
- %-Not Maintained Visits to all Open Visits
- %-Quotations Tracked

FTE KPI (Ø-FTE for 2024)

- (●) Leads per FTE
- Opportunities per FTE
- Visits per FTE
- Activities per FTE



Brief method summary for performance improvement

1. Define

Define processes & the data required for them

2. Compare

Compare whether these requirements are being met to find pain points

3. Review

Define key performance indicators and regularly review them in an automated dashboard

4. Action

Take actions to improve processes & data quality

How many months do you need to have good processes & data?