

Process: Procure-to-pay

0.67

Process: Emergency-to-resolution

0.58

Process: Outage-to-resolution

Overall Process Performance

0.54

1st Layer:
Process
Performance
Areas

Financial

0.5

People

0.4

Customer
Excellence

0.65

Operational
Excellence

0.5

Risk
Management

0.8

Health
& Safety

0.4

2nd Layer:
Process Performance
Measures

Customer
Complaint

0.6

Customer
Satisfaction

0.7

3rd & 4th Layers:
Detailed
Process Performance
Measures

Customer
Rating (%)

0.7

Customer
Loyalty Index

0.6

On-time
resolution (%)

0.8

Satisfied
Customer Index

0.4

Market
Share (%)

0.8