

Customer Satisfaction Survey

Application Training

May 2009

Abbreviations Used

Abbreviation	Description
BRM	Business Relationship Manager
CRM	Customer Relationship Management
CSI	Customer Satisfaction Index
CSS	Customer Satisfaction Survey
DAG	Delivery Assurance Group
DAM	Delivery Assurance Manager
DU	Delivery Unit
GL	Group Leader
IOU	Independent Operating Unit
IPMS	Integrated Project Management System
PDS	Process Deployment Support
PEL	Process Excellence Lead
PL	Project Leader

Background for revisiting the CSS process

Customers have expressed that our CSS questionnaire:

- Is lengthy and time consuming to provide feedback
- Needs clarity in the rating scales
- Must capture customer's perception on "Business Value"
- Should capture IOU specific inputs, if any
- Must keep the feedback system current with changed business environment

Proposed Improvements in the CSS process

- **Questionnaire**

- Reduce the no. of questions using Mutually Exclusive and Collectively Exhaustive principle
- Include “Business value” questions
- Include “Help on the attributes”
- Include IOU specific questions, if any

- **Rating system**

- Simplify performance scale (*Strongly Agree, Agree, Can't Say, Disagree, Strongly Disagree*)
- Simplify importance scale (*High, Medium, Low, Not Applicable*)
- Simplify performance against competitor scale (*TCS scores better, On Par, Other supplier scores better*)

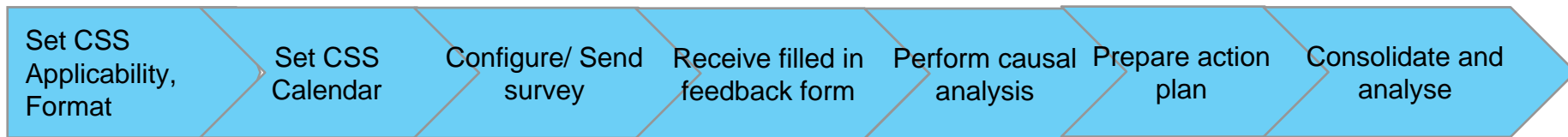
- **Method**

- Web-enable the process

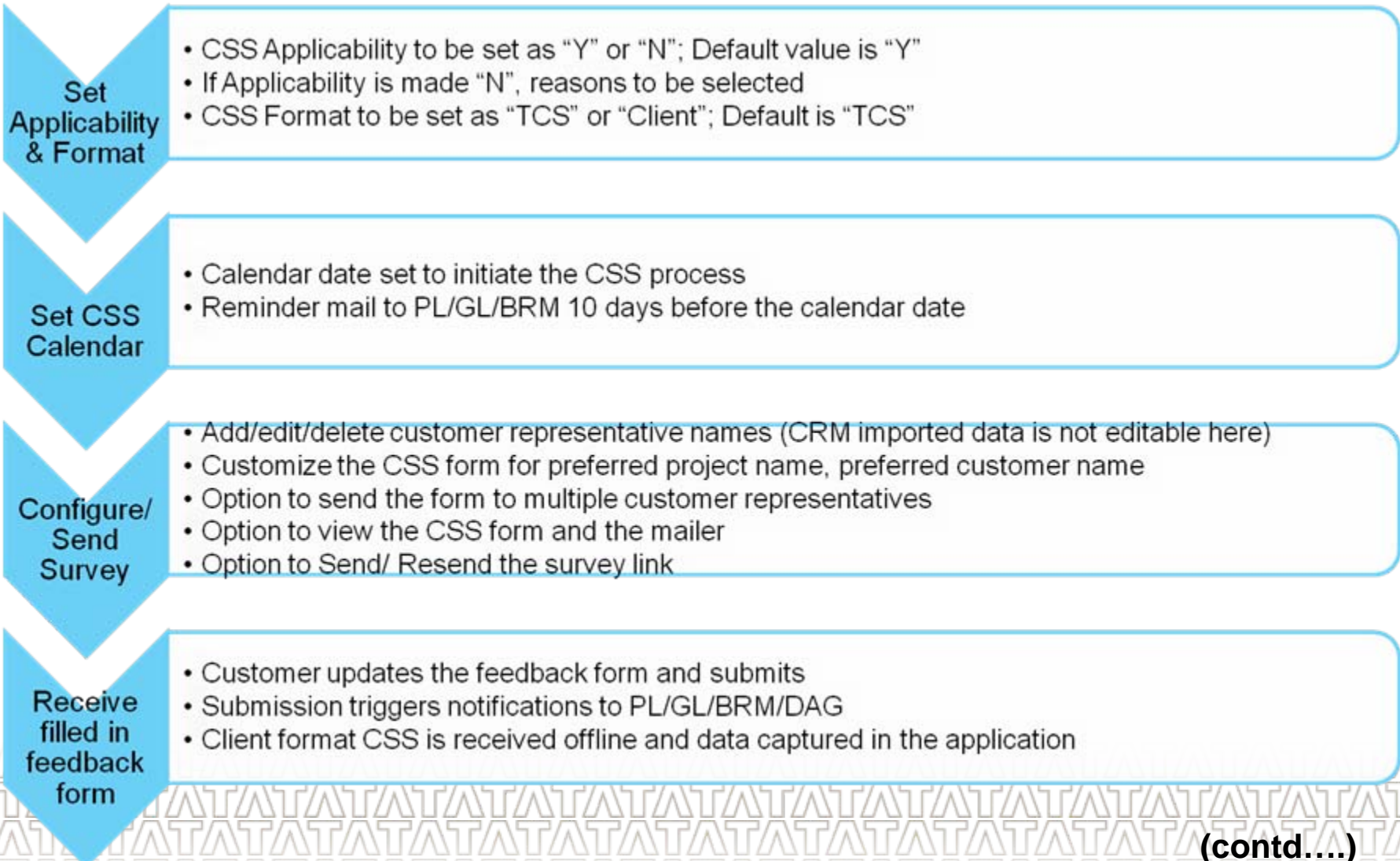
High Level Process Flow

CSS process starts with the initiation of a project in IPMS.

The various steps in the process are given below



Functionality-In Detail



(contd....)

Functionality–In Detail

Perform Causal Analysis

- Causal Analysis for performance feedback “Strongly Disagree”, “Disagree” and “Can’t Say”
- PL/GL to conduct causal for project
- Causal at relationship by GL, DU by DAM and TCS by PDS (after HY freeze)

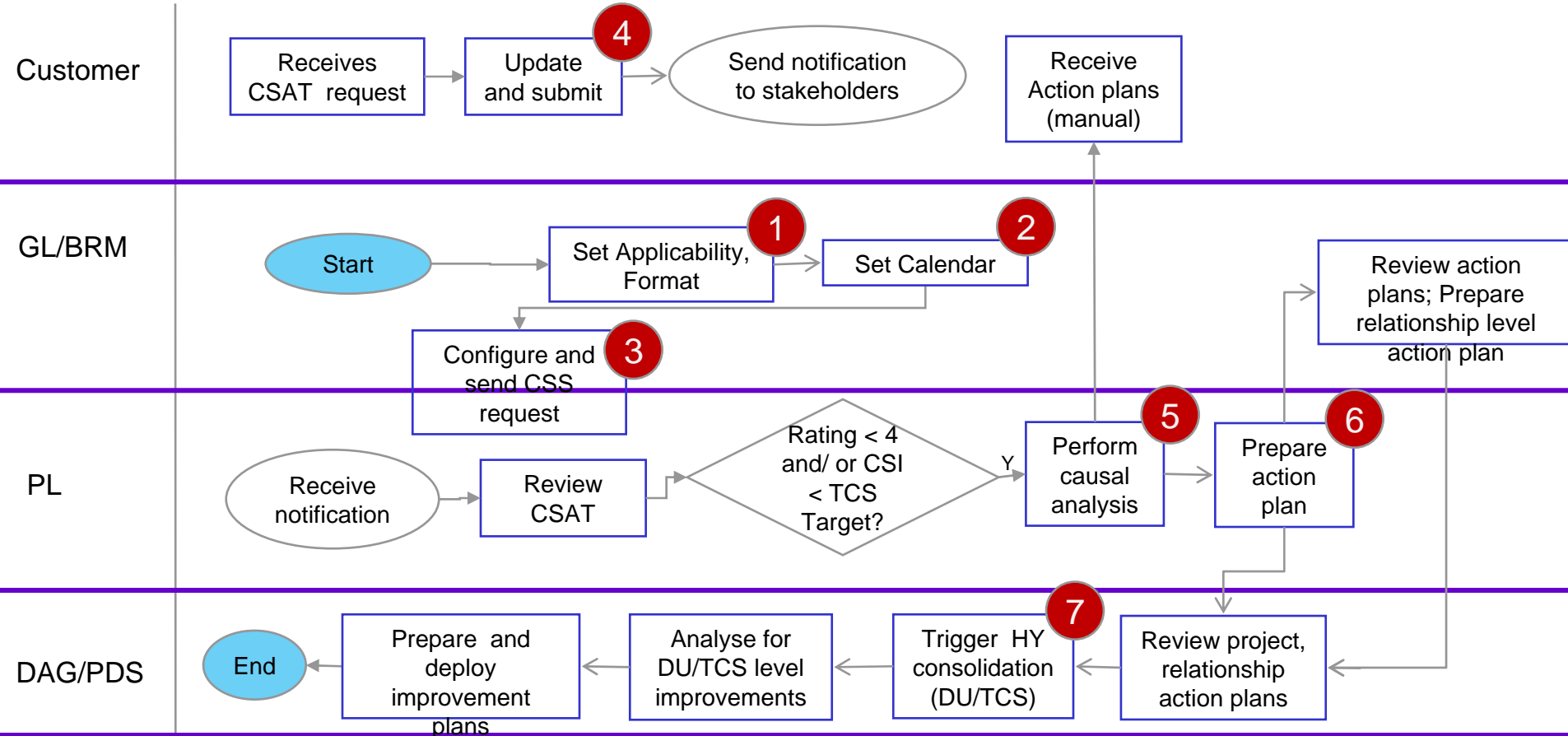
Prepare Action Plan

- Project level action plan – option to associate multiple causal to prepare a meaningful action plan
- Project level action plan flows into QPortal

Consolidate and Analyze

- Freeze/Unfreeze option at DU and TCS level
- DU level drill down option for PDS
- Project level drill down option for DAM
- Action plan for DU by DAM and for TCS by PDS after freeze
- Compute CSI

Detailed Process Flow



- Relationship, DU, Org level causal analysis and action planning
- Handling of Customer provided vendor satisfaction feedback:
 - Overall CSI and action plan

Functionality – Performing Roles

The following table maps the various functions with the corresponding roles and indicates the slides where they have been discussed in detail.

Functionality	Performing Role	Slide No.
Set Applicability	GL/BRM/DAG	<u>10 - 12</u>
Set Calendar	GL/BRM	<u>13 - 14</u>
Configure/ Send	PL/GL/BRM	<u>15 - 19</u>
Update CSS form	Customer	<u>20 – 23</u>
Capture Client feedback format	PL/GL/BRM	<u>24 – 25</u>
View Status, Perform causal analysis , Prepare action plan	PL/GL – Project GL – Account DAM – DU PDS – TCS	<u>26 – 30</u> <u>31 – 32</u> <u>33 – 34</u> <u>35 – 36</u>
Freeze	DAM – DU PDS – TCS	<u>37</u> <u>38</u>
Reports	GL/DAG/PEL/PDS	<u>39</u>

Set Applicability & Format-GL/BRM/DAG

- Applicability and Format can be set by GL/BRM/DAG
- For CSS Applicability = “N”, and the reasons for non applicability is “Tagged with another project”, then the associated project name must also be selected.
- **Sort** and **Filter** options are provided for applicable columns.

Set Applicability & Format–GL/BRM, DAG

Set Applicability screen

Welcome MR. Tengyong Yang Home | Help | Logout

Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey Project Start Up Reports

Set Applicability Set Calendar Configure/ Send Survey Capture Client-format Feedback Tracker

Search criteria

Search Project

Account Name: Motorola (China) Electronics Ltd., - Personal Com Applicability status: ☒ All ☐ CSS Applicable ☐ CSS Not Applicable

Project Name: Type to search Project Status: ☒ All ☐ Active ☐ Closed

Search

Search Results

Show 10 results per page 1 - 10

Project Name	CSS Applicable	TCS Format	Status	Reason for Non-Applicability	Associated
MOTOROLA KOREA	No	Yes	Active	Select	
RCI WEB SUPPORT	No	Yes	Active	Select	
800004559 MOTMDB-32226-MD L3 SUPPORT HZ	Yes	No	Active	Select	
800008229 MOT OASES SUPPORT HANGZHOU	Yes	Yes	Active	SELECTED TO ANOTHER PROJECT DORMANT PROJECT BILLING WON(S) ONLY	
800008231 MOTOASES-33359-MD ERP SH	Yes	Yes	Active	Select	
800011797 MOTOASES-1014-GPP L1L2 SGP	Yes	No	Active	Select	
800013261 MOTISC-7813-BDS CNPL CHINA	No	Yes	Active	TAGGED TO ANOTHER PROJECT	3D MODEL DEVELOPMENT FOR

Default Applicability is "Y" & Format is "TCS"

Select "Reasons for non applicability" from the drop down list

Set Applicability & Format–GL/BRM, DAG

Set Applicability screen

Project Lookup

Search Criteria

Project Id: Project Name:

Search

Search Result

1 - 10 of 529 record(s) found.

Project ID	Project Name
800030379	.NET DEVELOPMENT
790100684	2065074_WO674_RCML3_CN
144941633	3D MODEL DEVELOPMENT FOR BOSCH
800003573	AB LN TO .NET MIGRATION I
144939111	ACCESSORIES DEVELOPMENT
800003293	AES PROJECTS 2006 CHINA
800004686	AES PROJECTS 2007 - CHINA
144943162	AHMS_DECOMMISSION_ESVC_HK
800003574	AL EBS PRODUCTION SUPPORT
800013624	ALCOA DBA PROJECT

Select **Close**

Local intranet | Protected Mode: On

Set Applicability

Applicability status: ☒ All ☐ CSS Applicab

Project Status: ☒ All ☐ Active ☐ Clo

Show 10 results per page 1 - 10 of 36

Reason for Non-Applicability	Associated Project Name
Select	
TAGGED TO ANOTHER I	
Select	
Select	
Select	
Select	
TAGGED TO ANOTHER I	3D MODEL DEVELOPMENT FOR BOSCH

If "reason for non applicability" is "Tagged to another project", the GL is required to select the appropriate project name from the project lookup list.

Set Calendar–GL/BRM

- Start date should be set within the first six months of the project
- This screen provides option to the GL to modify the existing calendar date, by changing the **Start** date value
- The next two calendar dates will be displayed on the screen, where appropriate
- A reminder mail will be sent to the PL, GL, BRM 10 days before the calendar date, to configure and send the survey request to the customer

Set Calendar–GL/BRM

Set Calendar screen

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Customer Satisfaction Survey | Project Start Up | Reports

Home | Set Applicability | **Set Calendar** | Configure/ Send Survey | Capture Client-format Feedback | Tracker

✓ Data was saved successfully.

Customer Satisfaction Survey Calendar

Select Project

* Project Name:

Project Details

Project ID: 141217410
Project Start Date: 01-Jul-2004
End Date: 31-Dec-2009

Previous Feedback Info

Customer Feedback is not collected yet.

Set CSS calendar date

* Starting Date:

CSS Calendar

SI No	CSS Survey Month	Half Year
	01-Jun-2009	H1 2009-2010
	01-Dec-2009	H2 2009-2010

Displays next 2 calendar dates

Previous CSS feedback info displayed, to help set the current calendar

Set CSS calendar date

Displays next 2 calendar dates

Configure/ Send Survey–PL/GL/BRM

- Customise the project name
 - Include “Preferred Project Name” with a name as understood by the customer
 - Default IPMS project name
- Update Customer representative details
 - Add new customer representatives
 - Include “Preferred Salutation” to personalise addressing the customer
 - Include customer mail id
 - Edit/Delete customer representatives added using this screen
- Enter appropriate Feedback Period (can be six months or lesser)
- View the CSS form
- View customer mailer (with preferred project name, preferred salutation)
- Allows sending survey request to multiple customers
- Allows “Resend”, when the survey link expires after 15 days

Configure/ Send Survey–PL/GL/BRM

Configure/Send Survey screen

Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey | Project Start Up | Reports

Home | Set Applicability | Set Calendar | **Configure/ Send Survey** | Capture Client-format Feedback | Tracker

Record for the Customer Representative are Saved Successfully.

Customer Satisfaction Survey Configuration

Project Name : Onsite- Motorola Korea (141217410) * Preferred Project Name : Motorola reengineering project

Project ID : 141217410 Project Start Date : 01-Jul-2004 Project Type : Maintenance
Customer Name : Motorola Korea-Inc Project End Date : 31-Dec-2009 Project Location : TCS - China

Feedback From Date : 01-Dec-2008 Feedback Due Date : 03-Jun-2009
Feedback To Date : 30-May-2009

Customer Representative Information

[Add New](#)

Select	Customer Representative Name	Designation	Customer Mail Id	Mail Content	CSS Form	Contact No.	Last Sent On	
	Badru SK		badruzzaman.sk@tcs.com	Hello Badru ...	View			Edit Delete
	Usha Narasimhan		n.usha@tcs.com	Dear Dr.Usha ...	View			Edit Delete

[Send Survey](#)

Callouts:

- Feedback period entered here (points to Feedback From Date)
- Preferred project name (as understood by the customer) entered here (points to Preferred Project Name)
- View customer mailer and the CSS form (points to CSS Form column)
- Edit/ Delete customer representative details (points to Edit/Delete links)
- Send/ Resend survey (points to Send Survey button)
- Add new customer representative details (points to Add New button)

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Add Customer Representatives detail

Configure/ Send Survey – Add representative screen

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Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey | Project Start Up | Reports

Home | Set Applicability | Set Calendar | **Configure/ Send Survey** | Capture Client-format Feedback | Tracker

Add Customer Representative Information

Customer Representative Information

* First Name :	<input type="text" value="Badru"/>	Designation :	<input type="text"/>
Middle Name :	<input type="text"/>	* Preferred Salutation :	<input type="text" value="Hello Badru"/>
* Last Name :	<input type="text" value="SK"/>	<small>For example, Dear Dr. Andersen, Dear Susuki-san, Hello Raj - depending on how you usually address this client in emails</small>	
Country :	<input type="text"/>	* Official Mail ID :	<input type="text" value="badruzzaman.sk@tcs.com"/>
City :	<input type="text"/>		
Contact Number :	<input type="text"/>		
	<small>Country Code Area Code Phone</small>		<small>Extension</small>

Customer Preferred salutation included here

Mail id (only official mail ids) included here

View customer mailer

Configure/Send Survey screen

NextGen iPMS - Microsoft Internet Explorer provided by TATA CONSULTANCY SERVICES

Hello Masish,

We invite you to participate in our Customer Survey, to tell us your views on our performance. Your feedback will help us meet your expectations and serve you better.

The survey consists of 15 questions pertaining to Quality of Delivery/Service, Quality of Experience, Business Value and Learning effectiveness. It will take approximately 15 -20 minutes for you to complete the survey. You can also provide additional feedback in the space provided. You may save your responses as draft, and continue later.

All responses will be kept strictly confidential.

To begin, please click the survey URL below:

Should you experience technical difficulties please contact Ms. Liping Tao at .

Thank you in advance for taking this survey. On completion, you will receive a PDF copy of the feedback for your reference.

We value our relationship with you and appreciate your participation in our effort towards excellence.

Regards,
Ms. Liping Tao
Tata Consultancy Services

Project Name	Feedback From Date	Feedback To Date	Feedback Due Date
MOT OASES Support Services	01-Dec-2008	30-Apr-2009	10-May-2009

Close

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Tracker

Motorola reengineering project

Project Type : Maintenance

Project Location : TCS - China

n-2009

Add New

Select	Customer Representative Name	Designation	Customer Mail Id	Mail Content	CSS Form	Contact No.	Last Sent On	
<input type="checkbox"/>	Badru SK		badruzzaman.sk@tcs.com	Hello Badru ...	View			Edit Delete
<input type="checkbox"/>	Usha Narasimhan		n.usha@tcs.com	Dear Dr Usha	View			Edit Delete

Send Survey

View CSS Form

Feedback

Project Details

Project Name: Onsite- Motorola Korea

Preferred Project Name : Motorola reengineering project

Feedback Form

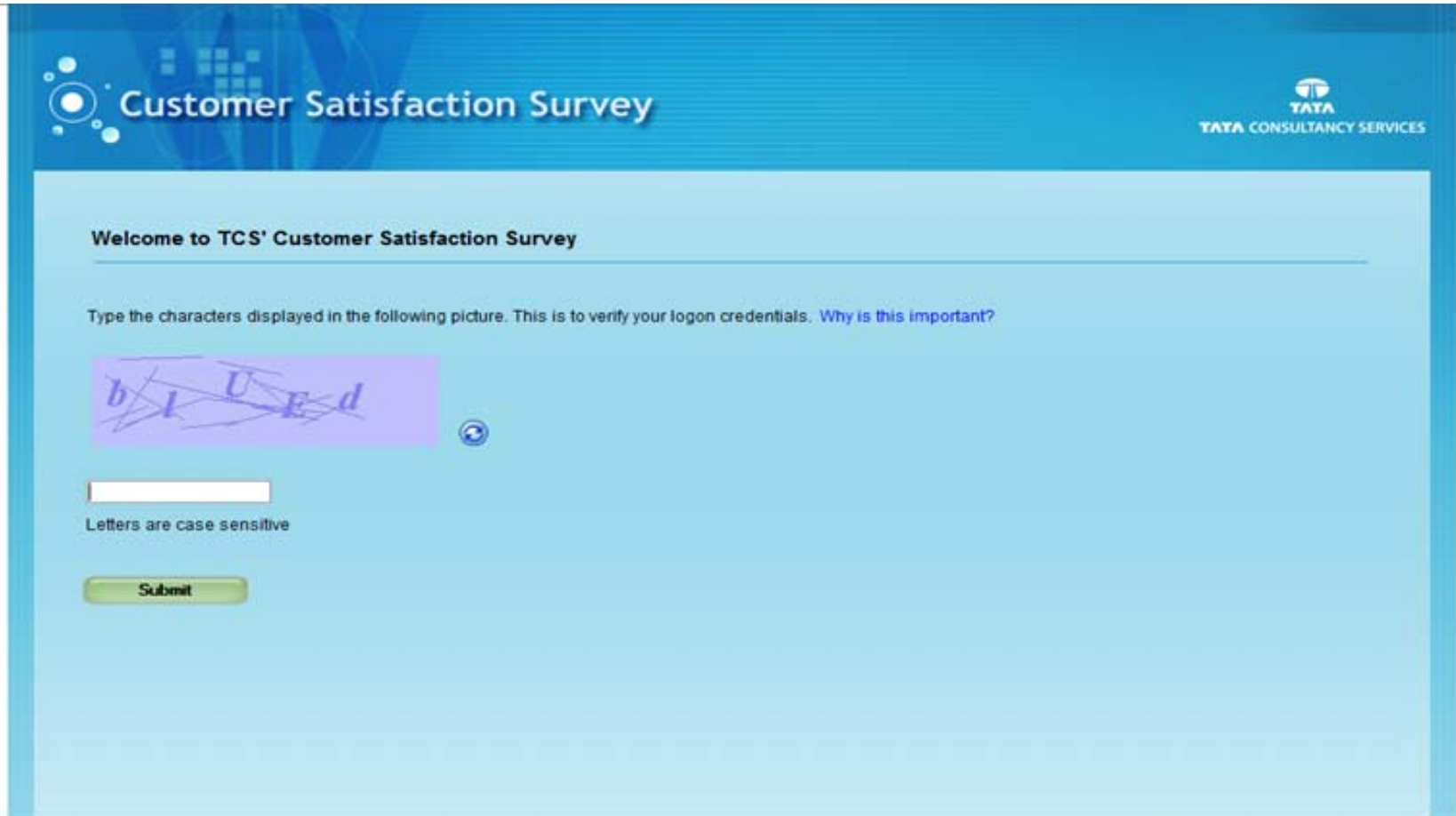
Seq No.	Attributes	Importance Scale	Performance Feedback	Remarks	Performance compared with best other supplier
Quality of Delivery / Service					
1.	Delivers on time, meets Scheduled Commitments	<div>High</div> <div>Medium</div> <div>Low</div> <div>Not Applicable</div>	<div>Strongly Agree</div> <div>Agree</div> <div>Can't Say</div> <div>Disagree</div> <div>Strongly Disagree</div>		<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better
2.	Delivers within Budget	<div>High</div> <div>Medium</div> <div>Low</div> <div>Not Applicable</div>	<div>Strongly Agree</div> <div>Agree</div> <div>Can't Say</div> <div>Disagree</div> <div>Strongly Disagree</div>		<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better
3.	Provides Solution/ Service that meets expectations	<div>High</div> <div>Medium</div> <div>Low</div> <div>Not Applicable</div>	<div>Strongly Agree</div> <div>Agree</div> <div>Can't Say</div> <div>Disagree</div> <div>Strongly Disagree</div>		<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better

Update TCS Format CSS Form–By Customer

- On click of the CSS request URL, security verification screen opens up
- On successful entry, the CSS form opens up for update
- Allows Save As Draft
- Allows update of the default Importance Scale of “High”, which will be default in the next request
- Displays “Help” on Attributes on click of the help icon
- Additional feedback section (Optional)
- Submit feedback

Update TCS Format CSS Form–By Customer

TCS Format CSS Feedback Form Security Validation Screen



The screenshot shows a web page titled "Customer Satisfaction Survey" with the TATA CONSULTANCY SERVICES logo in the top right. The main content area has a light blue background. It starts with a heading "Welcome to TCS' Customer Satisfaction Survey" followed by a horizontal line. Below this is a text prompt: "Type the characters displayed in the following picture. This is to verify your login credentials. [Why is this important?](#)". The picture shows the word "bLUEd" in a stylized font with diagonal lines crossing through it. To the right of the image is a circular refresh button. Below the image is a text input field. Under the input field, it says "Letters are case sensitive". At the bottom of the form is a green "Submit" button.

Customer Satisfaction Survey

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Welcome to TCS' Customer Satisfaction Survey

Type the characters displayed in the following picture. This is to verify your login credentials. [Why is this important?](#)

bLUEd

Letters are case sensitive

Submit

Update TCS Format CSS Form–By Customer

TCS Format CSS Feedback Form

Welcome MANISH SAXENA Help | Close

Customer Satisfaction Survey

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Project Details

Project Name : Motorola - DB support project CSS Request Date : 06-May-2009 Feedback Period : From 01-May-2008
Feedback Due Date : 21-May-2009 To 31-Oct-2009

Save as Draft

Feedback Form

Attributes	Importance Scale	Performance Feedback	Remarks	Performance compared with best other supplier
Delivery/Service				
Delivers on time, meets Scheduled Commitments	High Medium Low Not Applicable	Strongly Agree Agree Can't Say Disagree Strongly Disagree		<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better
Deliverables are on time or as per the commitments agreed to.				
2. Delivers within Budget	High Medium Low	Strongly Agree Agree Can't Say		<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better


"Save as Draft" option

Save as Draft

Help on Attributes displayed on click of the help icon

Update TCS Format CSS Form–By Customer

TCS Format CSS Feedback Form

3.	Proactively offers ideas/ options/ innovations to meet your Business Objectives 	High Medium Low Not Applicable	Strongly Disagree Strongly Agree Agree Can't Say Disagree Strongly Disagree	<div></div>	<input type="radio"/> TCS scores better <input type="radio"/> Both are at par <input type="radio"/> Other supplier scores better
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Additional Feedback(Optional)

Would you recommend TCS within and outside your organisation? <div>Select One</div>	How would you rank TCS amongst your supplier pool? <div>Select One</div>
What are the Top 3 Strengths of TCS in your perception? <div></div>	What are the Top 3 Improvement Opportunities for TCS? <div></div>
Any other comments <div></div>	

Submit Feedback

Save as Draft

Additional Feedback section

Submit feedback option

Capture Client Format Feedback–PL/GL/BRM

- Captures feedback period
- Allows entry of the CSI values
- Option to enter qualitative feedback

Capture Client Format Feedback–PL/GL/BRM

Capture Client format feedback screen

The screenshot shows a web application interface for capturing client feedback. The top navigation bar includes tabs for 'Customer Satisfaction Survey', 'Project Start Up', and 'Reports'. Below this, a secondary navigation bar contains links: 'Home', 'Set Applicability', 'Set Calendar', 'Configure/ Send Survey', 'Capture Client-format Feedback' (which is the active tab), and 'Tracker'.

The main content area is titled 'Capture Client-format Feedback' and is divided into three sections:

- Select Project:** A form field for 'Project Name' containing the text 'MOTISC-9793-GPP L3 Support(800015869)'.
- Project Details:** A table-like section displaying project information:

Project ID:	800015869	Project Start Date:	01-Jan-2008	Project Type:	Development
Customer Name:	Motorola (China) Electronics Ltd., - Personal Comm	Project End Date:	31-Mar-2009	Project Location:	TITL - Hangzhou
- CSAT Details:** A form for entering customer satisfaction data:
 - 'CSS Name:' is a label.
 - 'Feedback From Date:' is a date picker set to '01-Jan-2009'.
 - 'Feedback To Date:' is a date picker set to '31-Mar-2009'.
 - 'CSS Request Date:' is a date picker set to '31-Mar-2009'.
 - 'CSS Received Date:' is a date picker set to '22-Apr-2009'.
 - 'Customer Representative Name:' is a text field containing 'Usha'.
 - 'Designation:' is an empty text field.
 - 'CSI(%):' is a text field containing '87.5'.
 - 'Customer Remarks:' is a text area containing 'very good support'.

At the bottom of the form, there are two buttons: 'Submit' and 'Close'.

Track and Monitor CSS status

- Helps track project level CSS status
 - Suitable search criteria
 - View CSS status, Link status
 - View Submitted CSS form
 - View CSI (%)
- Helps initiate causal analysis
- Usability features
 - Allows Hide/Unhide columns
 - Resize columns
 - Sort and Filter data

View Project Tracker–PL/GL/DAG/PEL

Tracker screen - Project

Customer Satisfaction Survey Project Start Up

Home Configure/ Send Survey Capture Client-format Feedback Tracker

Customer Satisfaction Tracker

Search CSS

Project Name: MOT OASES Support Hangzhou

Request Date From:

Request Date To:

CSS From: -Select-

CSS To: -Select-

CSI From: % To: %

CSS Status: -Select-

Link Status: -Select-

Search

CSS Search Results

Project ID	Project Name	Customer Representative	CSS Applicability	Project ID	Status	Link Status
800008229	MOT OASES Support Hangzhou	SK Badruzzaman	Yes	Project ID	Sent	Active
800008229	MOT OASES Support Hangzhou	Manish Saxena	Yes	Project Name	Sent	Active
800008229	MOT OASES Support Hangzhou	SK Badruzzaman	Yes	Customer Representative	Sent	Active
800008229	MOT OASES Support Hangzhou	SK Badruzzaman	Yes	CSS ID	Received	Submitted 81.43
800008229	MOT OASES Support Hangzhou	SK Badruzzaman	Yes	CSS Name	Sent	Active
800008229	MOT OASES Support Hangzhou		Yes	CSS Applicability	Sent	Active
800008229	MOT OASES Support Hangzhou		Yes	CSS Format	Received	Submitted 68.57
800008229	MOT OASES Support Hangzhou		Yes	CSS Status	Sent	Active
				Request Date		

Search criteria for tracking CSS status

Options to
1)Sort, Filter
2)Hide/Unhide columns
3)Resize columns

Perform causal analysis, prepare action plan—PL/GL

- Mandates causal analysis when performance rating is “Strongly Disagree”, “Disagree” or “Can’t Say”
- Overall causal analysis mandated when $CSI < TCS$ target
- Associate/ Prepare action plans
- Allows mapping action plans to multiple attributes

Perform Causal Analysis–For mandatory attributes

Causal Analysis screen - Project

Causal Analysis

Project Details

CSS Name: 2009-2010-H1-2

Project Name: MOT OASES Support Hangzhou

CSI(%): 81.43

(Part - A) (Mandatory) - Attributes where CSS Performance Feedback is equal to "Cant Say", "Disagree" or "Strongly Disagree"

Causal mandatory for "Strongly Disagree, Disagree and Can't Say"

Help on attributes available on click

Associate / Prepare Action plans

Attribute	Importance scale	Performance Feedback	Remarks	Cause
1 Delivers on time, meets Scheduled Commitments <input type="checkbox"/>	Medium	Strongly Disagree	done excellent	
2 Delivers within Budget <input checked="" type="checkbox"/>	Low	Disagree		
3 Possesses Technical expertise to meet your business requirements <input checked="" type="checkbox"/>	High	Cant Say		

Associate Action

(Part - B)(Mandatory) Overall Causal Analysis

Overall causal mandated when CSI < TCS target

Area of Concern	Cause	Action	Planned Start/End Date

id New Row Delete

Prepare/Update action plans–PL/GL

Action Planning screen - Project

Welcome MR. Tengyong Yang Home | Help | Logout

Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey | Project Start Up | Reports

Home | Set Applicability | Set Calendar | Configure/ Send Survey | Capture Client-format Feedback | Tracker

Action Association With Attributes

Action Items

☐ 1

Planned Action

plan1

Planned Start Date

04-May-2009

Planned End Date

30-May-2009

Assigned To

Type to search

Actual Action

action1

Actual Start Date

12-May-2009

Actual End Date

19-May-2009

[Attribute](#)

Add Action Items

Delete

Save

Close

Associate attributes for the proposed action

Option to add multiple actions

View Account level CSS Tracker–GL/BRM

Tracker screen - Account

Search criteria to view account level CSI values

* Account Name:

☐ Select All

☒ Good Technology

☐ Hangzhou city commercial bank

CSS From: 2008-2009 H1

CSS To: 2008-2009 H2

Search

CSS Search Results for Accounts

Account Name	CSS Period	CSI -Standard(%)	CSI -Standard + DU(%)	CSI -Standard + DU + Non-TCS(%)
No records found with given search criteria.				

CSS Search Results

Account Name	Project ID	Project Name	Customer Representative	CSS ID	CSS Name	CSS Applicability	CSS Format	CSS Status
No records found with given search criteria.								

Perform account level causal analysis after HY freeze

Perform causal analysis/prepare action plans-GL

Causal analysis and Action planning screen - Account

Account Causal Analysis

Relationship Details

Relationship Name :

Motorola (China) Electronics Ltd., - Personal Comm

CSS Period:

2009-2010-H1

CSI -Standard(%):

72.87

CSI -Standard+DU(%):

73.19

CSI -Standard+DU+Non-TCS(%):

89.19

Add New Row

Delete

Save

Close

Account level causal analysis and action planning done only after HY freeze

View DU level Tracker–DAG/ PEL

Tracker screen - DU

Customer Satisfaction Survey Project Start Up Reports

Home Set Applicability Tracker Freezing

Customer Satisfaction Tracker

* Delivery Unit

☒ Select All

☒ IS-BFS2-Parent

CSS From: 2008-2009 H2

CSS To: 2009-2010 H1

Result

Delivery Unit	CSS Period	CSI -Standard(%)	CSI -Standard + DU(%)	CSI -Standard + DU + Non-TCS(%)	
IS-BFS2-Parent	2008-2009 H2			58.33	Perform Causal
Account Name	CSS Period	CSI -Standard(%)	CSI -Standard + DU(%)	CSI -Standard + DU + Non-TCS(%)	
Bank of America	2008-2009 H2			85.00	
TCS Internal	2008-2009 H2	83.25	83.72	73.76	
Citicorp Credit Services Inc. (USA)	2008-2009 H2			45.00	

Drill down option to view the account level CSIs

Perform causal analysis/prepare action plans-DAM

Causal analysis and Action planning screen - DU

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Customer Satisfaction Survey Project Start Up Reports

Home Set Applicability Tracker Freezing

Delivery Unit Causal Analysis

Delivery Unit Details

Delivery Unit Name : IS-BFS2-Parent
CSS Period: 2008-2009-H2
CSI -Standard(%):
CSI -Standard+DU(%):
CSI -Standard+DU+Non-TCS(%): 58.33

Serial No.	Area of Concern	Cause	Action	Planned Start/End Date
1	Commn	Training	<p>Planned Action Training</p> <p>Assigned To Ms. Saveri Nayak</p> <p>Actual Action Done</p>	<p>Planned Start Date 20-Apr-2009</p> <p>Planned End Date 30-Apr-2009</p> <p>Actual Start Date 15-Apr-2009</p> <p>Actual End Date 20-Apr-2009</p>

DU level causal analysis and action planning done only after HY freeze

View Org level Tracker-PDS

Tracker screen - TCS

Welcome MR. ANILKUMAR BAINDUR Home | Help | Logout

Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey | Project Start Up | Reports

Home | **Tracker** | Freezing

Customer Satisfaction Tracker

CSS From: CSS To:

Search Result

	Organisation	CSS Period	CSI -Standard(%)	CSI -Standard + DU(%)	CSI -Standard + DU + Non-TCS(%)	
	TCS	2008-2009 H1			73.27	Perform Causal
	TCS	2008-2009 H2			77.02	Perform Causal
	Delivery Unit Name	CSS Period	CSI -Standard(%)	CSI -Standard + DU(%)	CSI -Standard + DU + Non-TCS(%)	
	Hungary GDC	2008-2009 H2			82.48	
	IS-BFS2-Parent	2008-2009 H2			58.33	
	IS-Insurance2-Parent	2008-2009 H2			71.95	
	ITIS1-Parent	2008-2009 H2			89.91	
	NGM-Emerging Markets5-Parent	2008-2009 H2			89.45	
	NGM-India1-Parent	2008-2009 H2			79.90	
	SGB-TCS FS1-Parent	2008-2009 H2			78.80	

Drill down option to view the DU level CSIs

Perform Causal Analysis/Prepare Action Plans-PDS

Causal analysis and Action planning screen - TCS

Welcome MRS. SUMA DINESH

Home | Help | Logout

Beyond iPMS

TATA CONSULTANCY SERVICES

Customer Satisfaction Survey

Project Start Up

Reports

Home

Tracker

Freezing

TCS Causal Analysis

Organization Details

Organization Name :

Tata Consultancy Servies

CSS Period:

2008-2009-H2

CSI -Standard(%):

CSI -Standard+DU(%):

CSI -Standard+DU+Non-TCS(%):

77.02

Serial No.	*Area of Concern	*Cause	Action	Planned Start/End Date
1 <input type="checkbox"/>	<div>area1</div>	<div>cause1</div>	<div><div>Planned Action</div><div>plan1</div><div>Assigned To <input type="text" value="Type to search"/></div><div>Actual Action</div><div>action1</div></div>	<div><div>Planned Start Date</div><div>01-Apr-2009</div><div>Planned End Date</div><div>30-Jun-2009</div><div>Actual Start Date</div><div>01-May-2009</div><div>Actual End Date</div><div>19-May-2009</div></div>

Add New Row

Delete

TCS level causal analysis and action planning done only after HY freeze

DU level Freezing–For consolidation purposes

Freeze screen

Welcome MS. Yonghong Chen Home | Help | Logout

Beyond iPMS TATA CONSULTANCY SERVICES

Customer Satisfaction Survey Project Start Up Reports

Home Set Applicability Tracker **Freezing**

CSS Freezing

Search Criteria

Delivery Unit:

* CSS Cycle:

* Status:

Search Result

Select	Delivery Unit	CSS Cycle	Status	Frozen/Reopen By	Date
<input type="checkbox"/>	China GDC	2008-2009-H2	Frozen	MS. Yonghong Chen	29-Apr-2009
<input type="checkbox"/>	TITL - Hangzhou GDC	2008-2009-H2	Frozen	MRS. SANDHYA KAKKAR	09-Apr-2009

2 records found.

Freeze option

HY to freeze, selected here

TCS level Freezing–For consolidation purposes

Freeze screen

CSS Freezing

Search Criteria

Delivery Unit:

* CSS Cycle: **2008-2009 H2**

* Status: **All**

Search

Search Result

Show **10** results per page **1 - 10 of 82** [Next](#)

Select	Delivery Unit	CSS Cycle	Status	Frozen/Reopen By	Date
<input type="checkbox"/>	ABN1-Parent	2008-2009-H2	Frozen	MR. S.K. BADRUZZAMAN	19-May-2009
<input type="checkbox"/>	Americas1-Parent	2008-2009-H2	Reopen	MR. S.K. BADRUZZAMAN	29-Apr-2009
<input type="checkbox"/>	Argentina GDC	2008-2009-H2	Frozen	MR. S.K. BADRUZZAMAN	29-Apr-2009
<input type="checkbox"/>	Assurance Services1-Parent	2008-2009-H2	Frozen	MR. S.K. BADRUZZAMAN	06-May-2009
<input type="checkbox"/>	BFS	2008-2009-H2	Frozen	MR. S.K. BADRUZZAMAN	27-Apr-2009
<input type="checkbox"/>	BFSI	2008-2009-H2	Reopen	MR. S.K. BADRUZZAMAN	29-Apr-2009
<input type="checkbox"/>	BPO1-Parent	2008-2009-H2	Reopen	MRS. SANDHYA KAKKAR	09-Apr-2009
<input type="checkbox"/>	BPO1-Parent	2008-2009-H2	Reopen	MR. S.K. BADRUZZAMAN	19-May-2009
<input type="checkbox"/>	BRAZIL GDC - Others	2008-2009-H2	Reopen	MR. S.K. BADRUZZAMAN	28-Apr-2009
<input type="checkbox"/>	Banking,Finance and Securities	2008-2009-H2	Frozen	MR. S.K. BADRUZZAMAN	28-Apr-2009

Showing 1 - 10 records. **1 - 10 of 82** [Next](#)

Freeze **Reopen** **Close**

HY cycle
selected here

Freeze,
Reopen
option for
required DUs

Reports

Reports Menu

Preference selection option to customize data columns in the report

Submitted Job Status – Extract of reports available here

RS. SUMA DINESH Home | Help | Logout

iPMS

TATA CONSULTANCY SERVICES

Home | Preference | Submitted Job Status

CSS Reports

	Description	Queue Base
Report	Details of Projects with Calender set status	Report Queue
Survey-Pending Report	Details of CSS Applicable projects in TCS format	Report Queue
Projects Report	List of CSS Applicable projects which have not collected CSS	Report Queue
Unit wise Report	Details of CSS with Attributes	Report Queue
Causal Analysis Report	Details of CSS Causal Analysis for DU	Report Queue
CSS Dashboard Report	CSS Dashboard	Report Queue
CSS Attributes Dissatisfiers Report	CSS with attributes less than pre-defined limit	Report Queue
CSS Extract For Q25 Report	CSS Extract For Q25	Report Queue
CSS Applicability Report	List of projects showing CSS Applicability	Report Queue
CSS Sent/Received Status Report	Projects with CSS initiation Status	Report Queue
CSS Coverage Report Delivery Unit Wise Report	CSS Coverage for DU (Summary)	Report Queue
CSS Raw Data Report	CSS Raw data for Core PEG	Report Queue
CSS Coverage Report	CSS Coverage for DU (Detail)	Report Queue

Reports as applicable to the roles can be generated using the Reports Menu

Role-GL/BRM

Functionality

a. **Set Applicability Menu**

- a. Set CSS Applicability (update reason for non applicability)
- b. Set CSS Format

b. **Set Calendar Menu**

- a. Allows modification of the CSS Calendar Date
- b. Triggers a mail 10 days before the Calendar Date

c. **Configure/Send Menu**

- a. Add/Modify/Delete customer representative details
 - a. Include customer preferred salutation
 - b. Include customer mail id (official mail id)
- b. Send the CSS request to multiple customers for the same project
- c. Set appropriate Feedback Period (six month or lesser)
- d. View CSS Form
- e. View Mail that is sent to the customer
- f. Send survey request
- g. Resend survey request, if the link expires

Contd...

Role-GL/BRM

Functionality

d. Capture client format feedback Menu

- a. Update CSI
- b. Qualitative feedback

e. Tracker Menu

- a. Project Tracker
 - a. Track CSS status
 - b. View CSI
 - c. View received CSS feedback
 - d. View CSS/Link Status
 - e. Perform causal analysis
 - f. Prepare action plan
- b. Account Tracker
 - a. View account level CSI
 - b. Perform causal analysis after HY freeze
 - c. Prepare action plan

f. Reports Menu

- a. Generate reports applicable to this role

Role-PL

Functionality

a. **Configure/Send Menu**

- a. Add/Modify/Delete customer representative details
 - a. Include customer preferred salutation
 - b. Include customer mail id (official mail id)
- b. Send the CSS request to multiple customers for the same project
- c. Set appropriate Feedback Period (six month or lesser)
- d. View CSS Form
- e. View Mail that is sent to the customer
- f. Send survey request
- g. Resend survey request, if the link expires

b. **Capture client format feedback Menu**

- a. Update CSI
- b. Qualitative feedback

Contd...

Role-PL

Functionality

c. Tracker Menu

- a. Project Tracker
 - a. Track CSS status
 - b. View CSI
 - c. View received CSS feedback
 - d. View CSS/Link Status
 - e. Perform causal analysis
 - f. Prepare action plan

Role-DAG/DAM

Functionality

a. Set Applicability Menu

- a. Set CSS Applicability (update reason for non applicability)
- b. Set CSS Format

b. Tracker Menu

- a. Project Tracker
 - a. Track CSS status
 - b. View CSI
 - c. View received CSS feedback
 - d. View CSS/Link Status
- b. DU Tracker
 - a. View DU CSIs
 - b. View Account level CSIs
 - c. Perform causal and prepare action plan after HY freeze **(DAM only)**

c. Reports Menu

- a. Generate reports applicable to this role

Role-PDS

Functionality

a. Freeze Menu

- a. Freeze/Reopen for required Dus

b. Tracker Menu

- a. View org level CSIs
- b. View DU level CSIs
- c. Perform causal and prepare action plan after HY freeze

c. Reports Menu

- a. Generate reports applicable to this role

Thank you

For Tech Support – Log a Ticket in GHD (Ux Services → Beyond IPMS)

For process improvement/ suggestions raise a CR in KNOWMAX → PEG → Delivery