

Siro Belza – Salesforce Solution Expert for I2P

Based in Barcelona

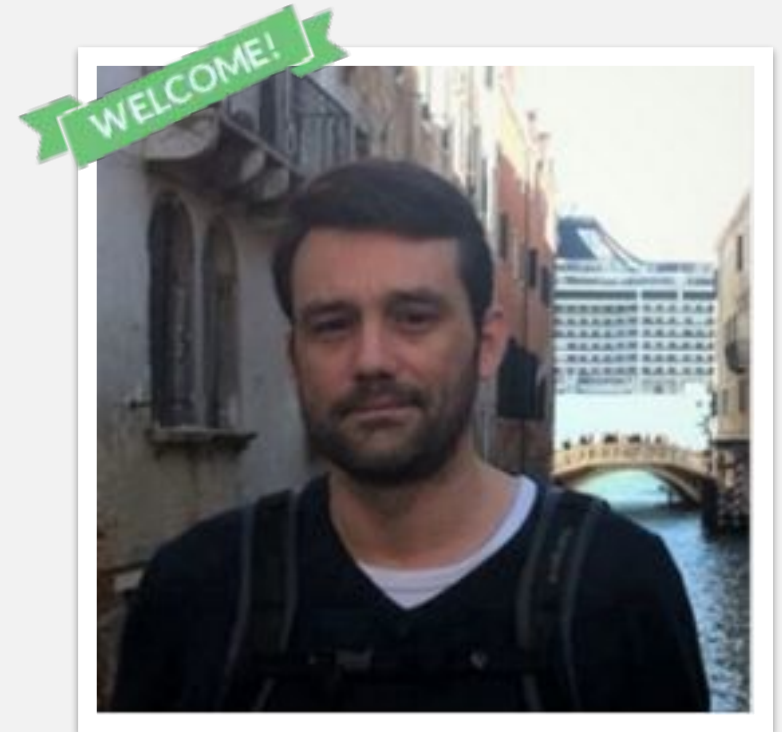
Education: Industrial Engineer (Polytechnical University of Catalonia), École Centrale de Paris

Lived in: Spain (country of origin), UK (7 years), France (2 years), Germany (1 year), Saudi Arabia (6 months)

Hobbies: pets, hiking in beautiful landscapes, travelling

Related Experience: Salesforce Certified Administrator, CRM Consultant

Email: siro.belza@se.com



Glad to meet you all guys and
Thank you for your warm welcome !

Maurizio Ciuchi – Global Delegated Admin. Community Manager



Personal

- Italian
- 39 Year Old
- Living in Barcelona since 2009



Professional

- 10 years in Customer Care and Quality environment
- Working in SE since 2017
- Previous position in Reporting, Analytics and BI
- New position: Global DA Community Manager



Hobby

- Cook
- Play/listen Music
- Rollerblade
- Play Football



I2P Monthly Call

Issue to prevention – November 2020 NoE Call

BU Customer Satisfaction & Quality Business Partner

My mission is to

- Delight our customers with an outstanding customer experience, that is personalized and tailored throughout the customer journey
- Be role models and act on “Customer First” value
- The fast and effective resolution of customer complaints
- Determination of recurrent and severe customer issues, their containment, root cause analysis, correction, and prevention
- CSQ SPOC for BU

I am accountable for

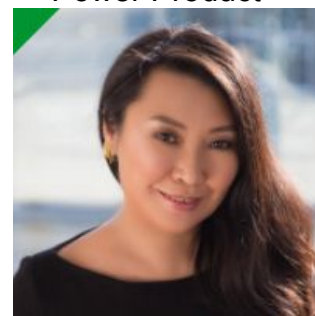
- Act as the Customer Experience advocate
- Eliminate dissatisfaction by ensuring customer issues are well managed and ultimately prevented
- Ensure a reliable process is operating to solve customer complaints fast and effectively
- Escalate customer issues to the right organization whenever needed, and supports collaborative resolution in the customer's best interest
- Ensure all customer issues are regularly analyzed in order to identify top issues and launch projects to prevent them
- Collaborate with other organizations in order to contain, correct, and prevent problems affecting customers
- Lead execution of containment actions for known problems
- customer loyalty programs implementation
- Be role models and act on “Customer First” value
- CJM execution
- Customer survey implementation
- CV usage



Secure Power
Power System



Digital Energy
Power Product



Home & Distribution
Industry Automation

My main stakeholders are

- Customers and partners
- Commercial and technical customer support, FS, GCP teams
- Local business units, sales teams and leadership
- Zone functional leads –Logistics, CS&Q, Schneider Digital, DCX



Key Performance Indicators

- Customer Overall Experience
- Customer touch points experience
- Complaint Management: Business Risk Escalation, Offer Safety Alert, Expert Assessment, etc.
- Non Quality Costs
- Offer FSR
- Claim management Lead time
- Response rate of customer surveys
- CX CI projects closure lead time

My Favorite Tools

- BFO, BFS
- OFM
- Customer Voice
- SAP



Offer Quality BP – Ivan Yurchuk



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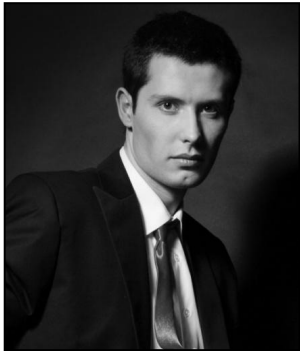
- ❖ Offer product analysis
- ❖ Claim process lead time analysis & action plan for improvement
- ❖ Quarterly Quality Committee preparation
- ❖ Customer cases escalation
- ❖ LoB/Plants quality communication
- ❖ Containment action driven for customers
- ❖ I2P Champion (BRE, CMI,CSI,CR)

Agenda

1. Key Quality Performance Index
2. Issue to Prevention
3. CIS I2P Network of Excellence
4. I2P Escalations Team
5. Customer cases escalation
6. Claim Flow
7. I2P Champion (BRE, CMI,CSI,CR)

Ivanov Oleksandr – Field Service Customer Satisfaction, Quality and Operational Excellence Manager, CIS Zone

Who is Oleksandr ?



His bio

- Ukrainian (Kiev)
- Married
- Engineer (Mechanical – Automation)
- *MBA General*, Lean Six Sigma Green Belt
- Leisure: family, sports, travels, friends.

His personality

- Learn new things
- Searching way to improve things
- Open to changes

His experience

- Joined Schneider Electric in 2014
- Business Development
- Quality Management
- 7 years as Operational Excellence
- 10 years plant quality experience in pharmaceutical and heavy metal industry

His philosophy

- **Never give in. Never, never, never**
- There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.

His challenge

- Build Quality System of efficient policies, processes and tools to reach outstanding performance
- Identify and implement continuous improvements projects for business performance
- SPS
- MMRs
- Hourly rate and absorption rate decreasing
- Cross competence and cross-country FSR UR
- Drive the Customer Experience program
 - create the best customer experience that SE can deliver
 - find and deploy the most efficient ways to make customer experience as Effortless as possible



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- Married
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