



DELIVERY APP PERFORMANCE

Match Method

All

January

Febru...

March

April

May

June



RESET

7087

Total Deliveries

1719

Damaged Returns

1791

Undamaged Retur...

49.53%

Label Damage Ra...

49.43%

Damage Rate

49.53%

Return Rate

Total Deliveries by Match

Method

Manual
3511



Scann...
3576

Returns Collected by Month

Jun 568

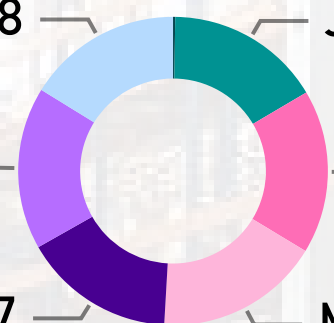
Jan 571

May 598

Feb 603

Apr 557

Mar 605

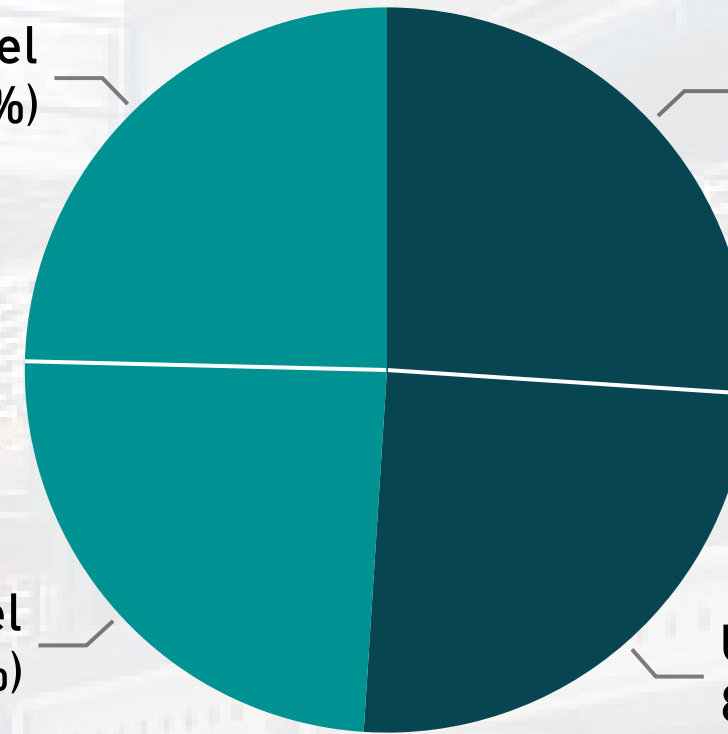


Returns Collected

● Undamaged ● Damaged

Undamaged Label
864 (24.62%)

Damaged Label
914 (26.04%)

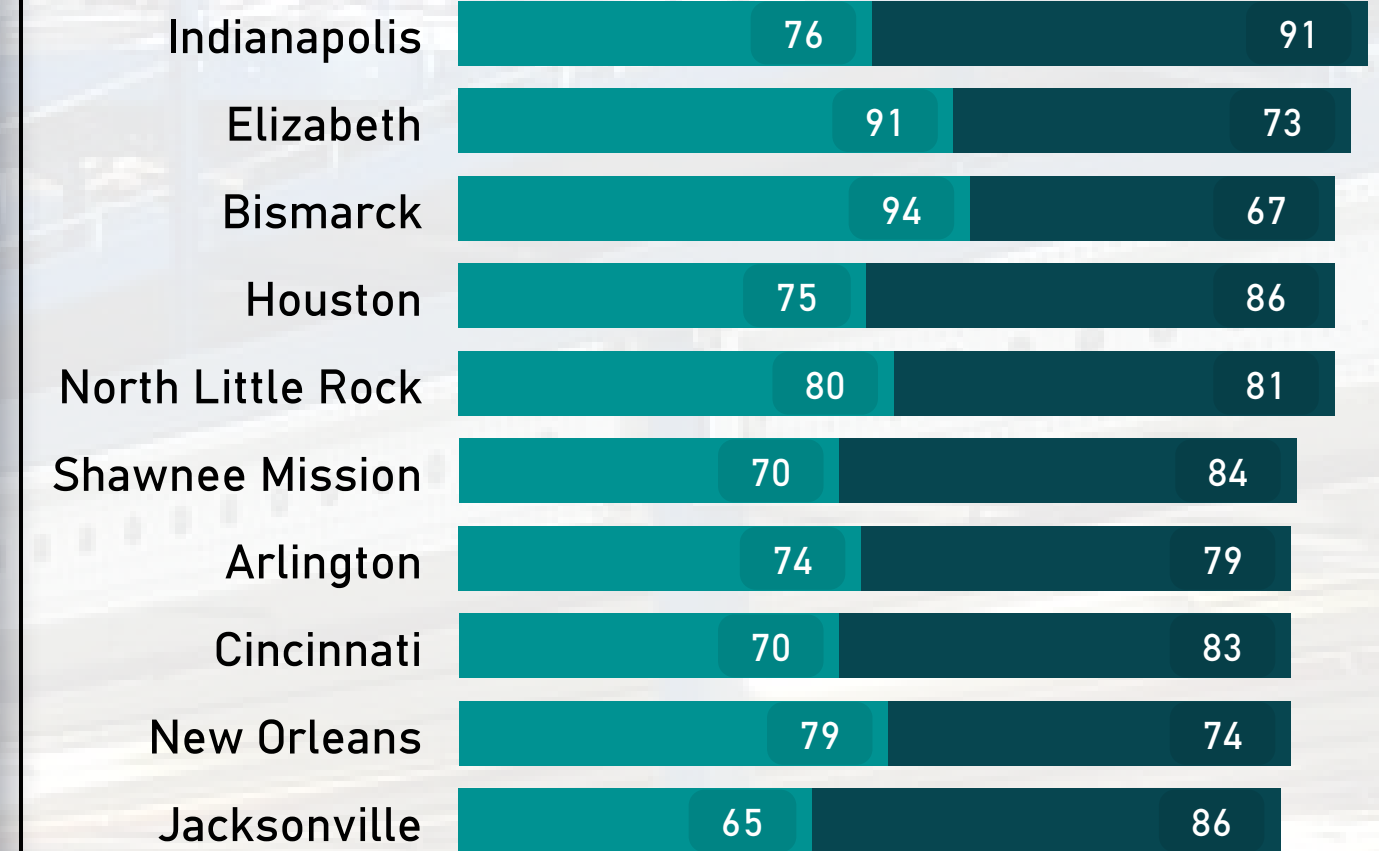


Damaged Label
855 (24.36%)

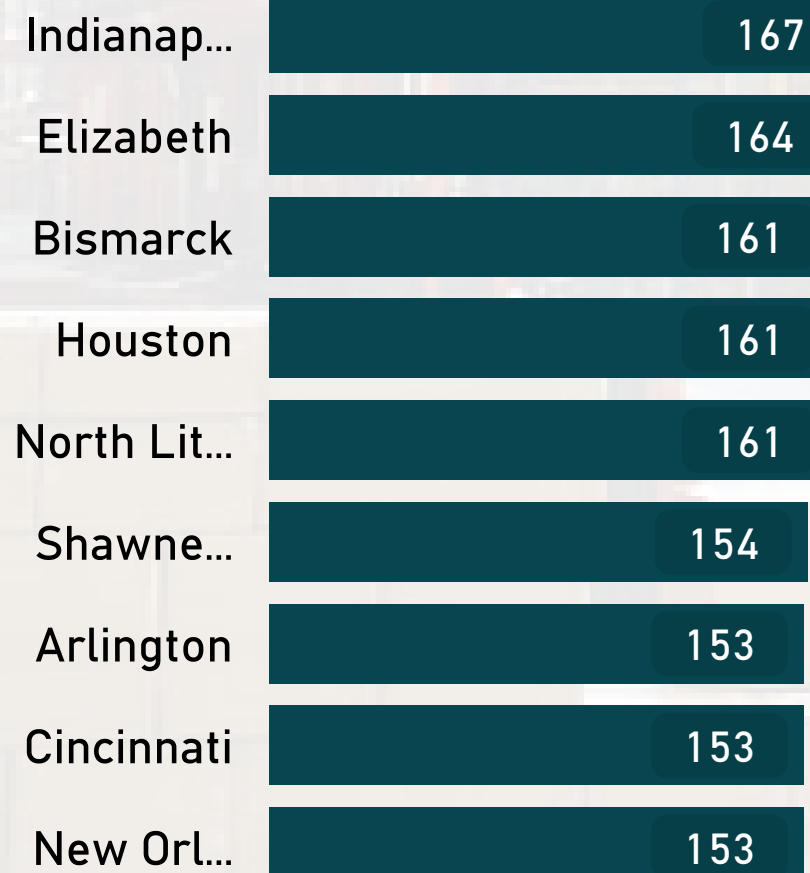
Undamaged Label
877 (24.99%)

Entry Type Count by Store Location

Match Method ● Manual ● Scanned

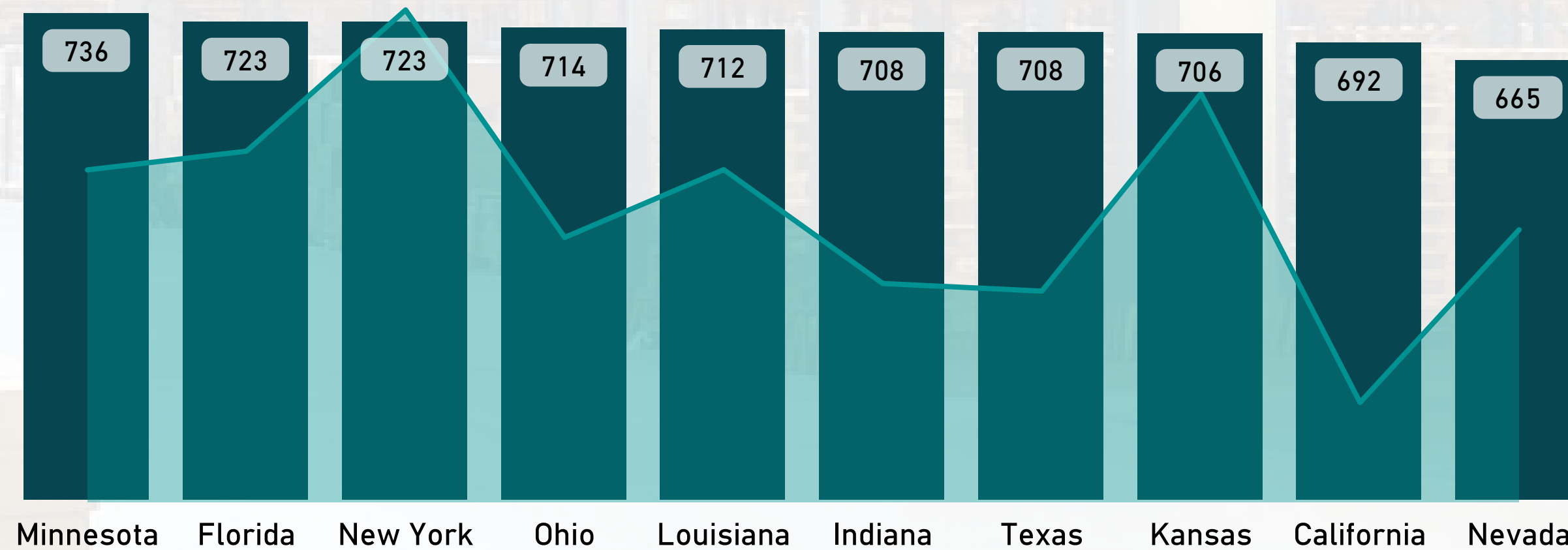


Total Deliveries by Store Location



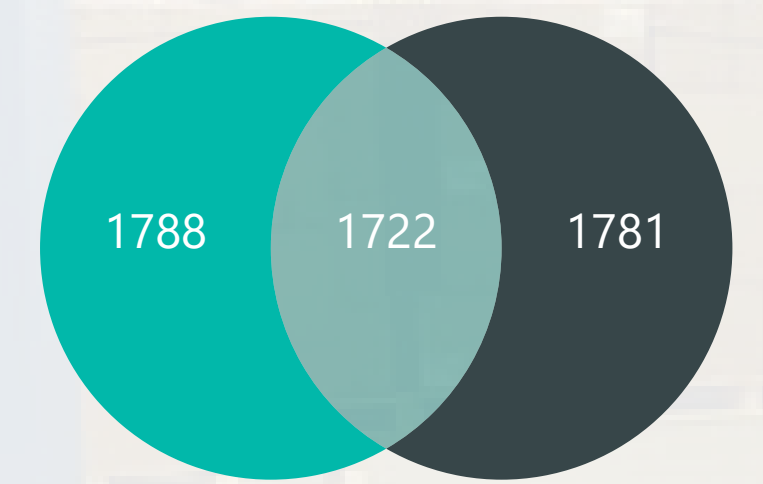
Total Deliveries and Return Rate by WareHouse Location

● Total Deliveries ● Return Rate



Damages Venn

Legend ● Label Dama... 3510 66% ● Damage 3503 66%





DELIVERY APP PERFORMANCE

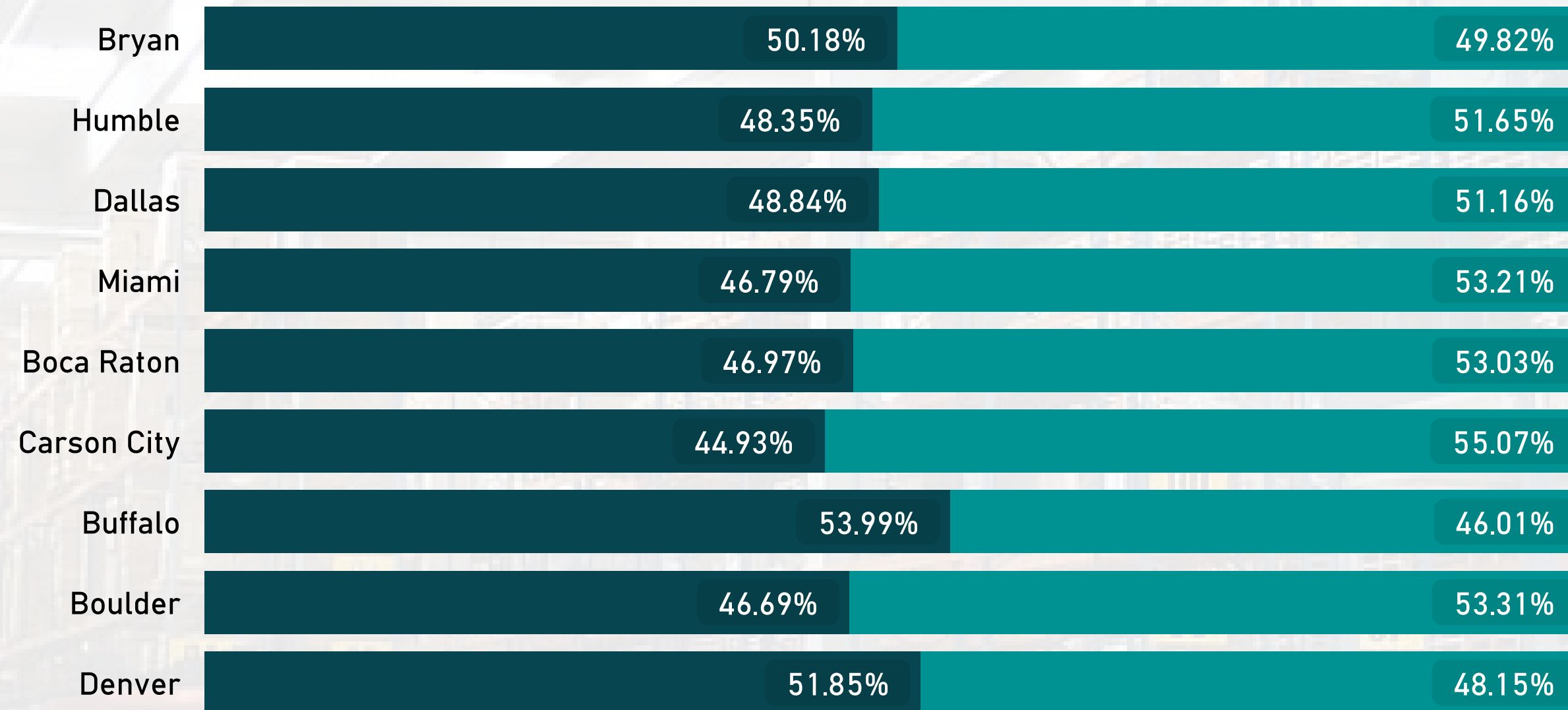
RESET

5 Highest Return Rates

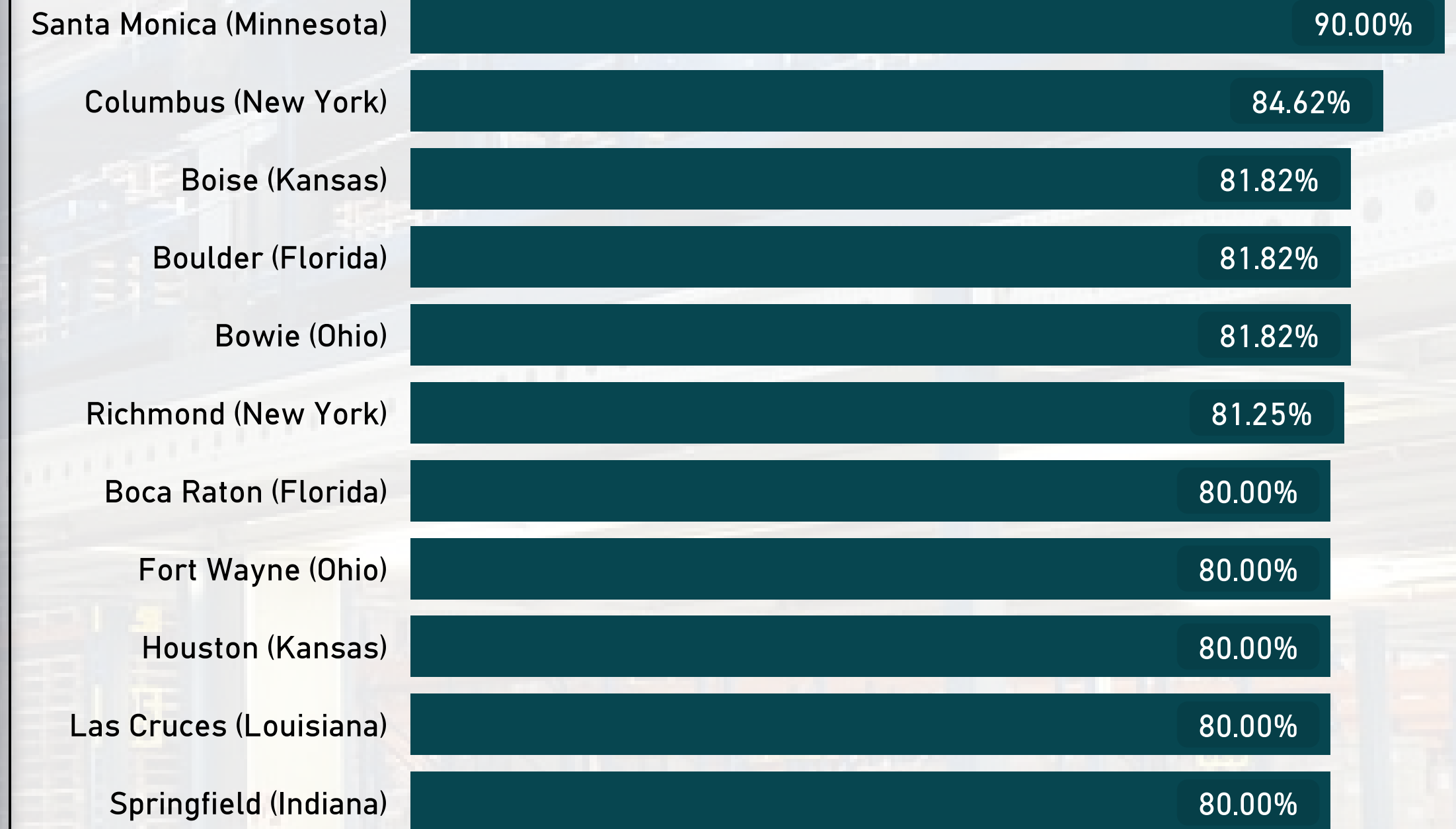
5 Lowest Return Rates

Avg Minutes Spent by Store Location and Match Method

Match Method ● Manual ● Scanned



Return Rate by Store (Warehouse)

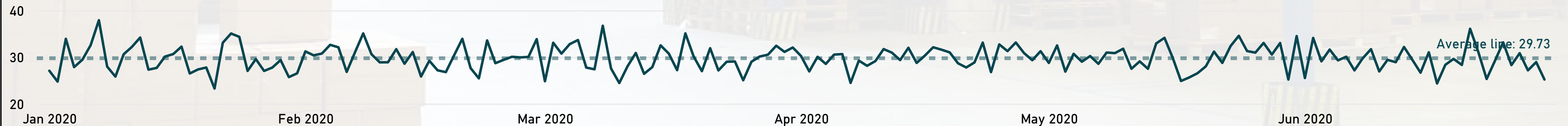


Mon Tue Wed Thur Fri Sat Sun

Q1 2020 Q2 2020

Jan Feb Mar Apr May Jun

Average of Minutes Spent by Date





DELIVERY APP PERFORMANCE

THE BRIEF

You are working at a consultancy that implemented an app for a client to help them improve their delivery process and fulfillment from warehouses to store. The app was created so that drivers could scan the label as opposed to entering it manually while also recording the time of arrival, the time they left the store and some other variables that the management were interested in improving.

The management is now looking to evaluate how the business has reacted and how effective the app is. The senior consultant has extracted all data from the app and placed it into the file as below. He now wants you to use this data and create a report or dashboard to help management visualize what is happening so that we can decide what the next stage of the transformation is. The management are particularly interested in any warehouse store combination that it's not working well for.

- The time being spent at a store.
- The number of times manual entry was still used.
- The number of damaged labels
- If returns are being collected

The dataset can be found [here](#).