

Project Initialization and Planning Phase

Date	5 JULY 2024
Team ID	SWTID1720097765
Project Name	Ecommerce Shipping Prediction Using Machine Learning
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

E-commerce businesses face challenges in accurately predicting delivery times, impacting customer satisfaction and operational efficiency. Despite advancements, existing shipping systems often fail to account for diverse factors such as origin and destination details, chosen shipping methods, carrier performance, and external influences like weather and traffic. This lack of precise prediction capability results in customer dissatisfaction and operational inefficiencies, highlighting the critical need for reliable shipping time estimates. Machine learning offers a promising solution by leveraging historical data and real-time updates to develop models that can predict delivery times more accurately, thereby enhancing overall customer experience and optimizing logistics operations in the e-commerce industry.

Example:

I am	I'm trying to	But	Because	Which makes me feel
A frequent online shopper who relies on timely deliveries for personal and professional needs.	Plan my schedule around the expected arrival of my orders.	The delivery times are often inaccurate, causing delays.	The e-commerce platform's current system cannot account for all variables affecting shipping time.	Frustrated and inconvenienced when my orders do not arrive as expected.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A frequent online shopper who relies on timely deliveries for personal and professional needs.	Plan my schedule around the expected arrival of my orders.	The delivery times are often inaccurate using delays.	The e-commerce platform's current system cannot account for all variables affecting shipping time.	Frustrated and inconvenienced when my orders do not arrive as expected.
PS-2	A logistics manager responsible for coordinating shipping and delivery operations.	Ensure that deliveries are made on time to enhance customer satisfaction and reduce operational costs	The current system fails to provide reliable delivery time predictions, leading to inefficiencies.	The predictions do not consider real-time data and complex factors affecting delivery times.	Stressed and pressured due to frequent delays and customer complaints.