Presentation Notes

* GB: how are these SARs being classified as sig
  + Bar is higher than other bar on the graph,
  + Intersecting circles for graph
  + How do we classify different product types?
    - Just because it was mentioned it gets placed
    - Does double counting influence our recommendations?
      * Multiple symptoms, which one affected it more
  + “Here are all the SARs”
    - “These are the ones that are significant
      * These are the activity types that were involved
  + “What is it that we can do with this?”
  + “Let me help you orient you to this slide”
    - On this axis we have this and this axis we have this
    - “if you want me to look to the screen then don’t give a handout”
  + Graphs that create visual noise
    - Are they necessary?
      * If it doesn’t contribute to understanding, then leave it out
      * Notices the zeroes in the single month graph
        + If we leave out the lines in the single month graph

Data points may drive

* + Follow up example
    - Looking at the trend in the time of year for this graph, why does it peak at a certain time
    - May not be intuitive
  + Do we care about SARs or only significant ones? What does the client care about?
  + “I’d also want to understand not just percentage but also the full number”
    - Denominator that Connor mentioned
  + What does staffing do to affect the graph, percentages can be interpreted in different things?
    - Are we focusing on the wrong things or are they not doing their own jobs?
    - If everyone is focused on New SARs, and there is a spike then that would explain graph trends
  + An increase in complexity and in the need for analysis would suggest an increase in need for staffing
  + Recommendations
    - If possible, tie recommendation to expected benefit
      * Put on summary slide if not an option
      * Rec will translate to a definitive benefit?
        + Point it out
      * Helping clients see the value is part of our job as well
* AB: don’t use pivot tables