



# Delivery Performance Tracking Dashboard

## Orders Overview

YEAR

2022

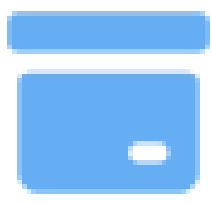
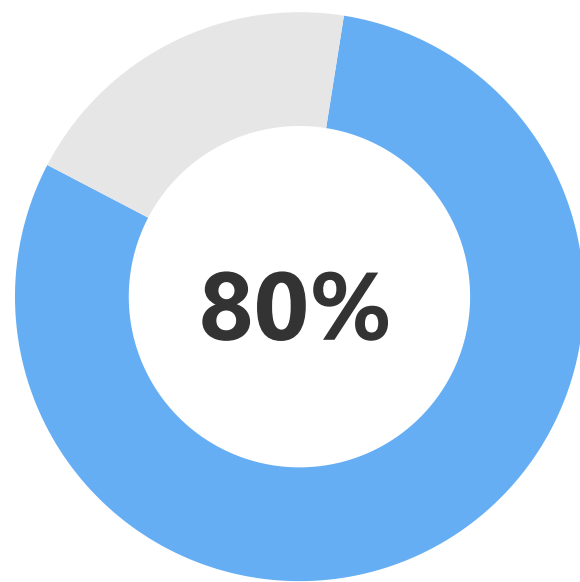
2023

REGION

All



### DELIVERY COMPLETION RATE



NO. ORDERS  
49,996



AV. DELIVERY  
90 hours



LATE RATIO  
40%

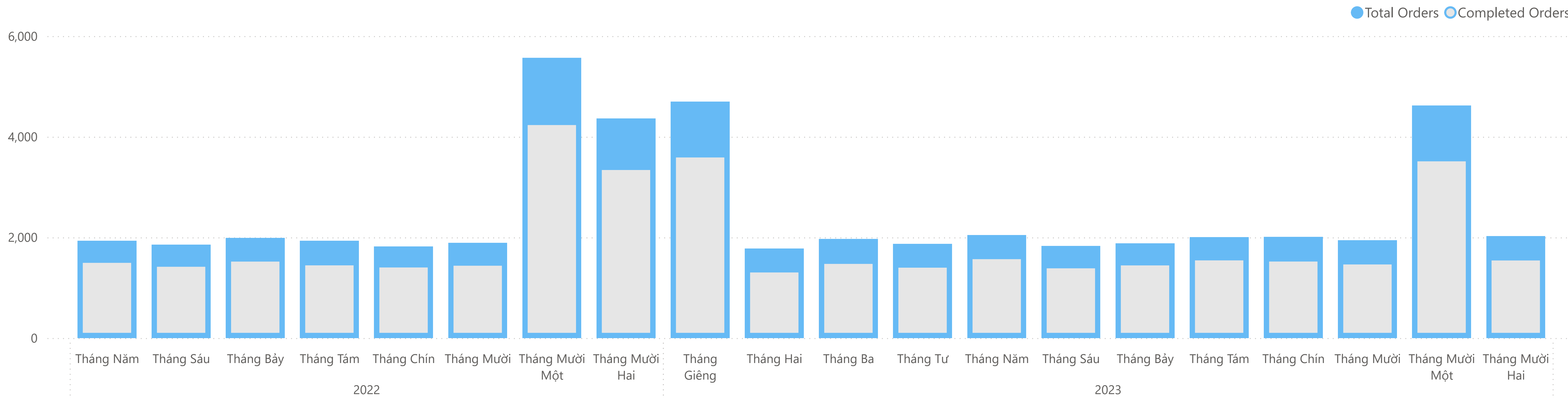


CANCELATION RATIO  
7%



RATING SCORE  
5.1

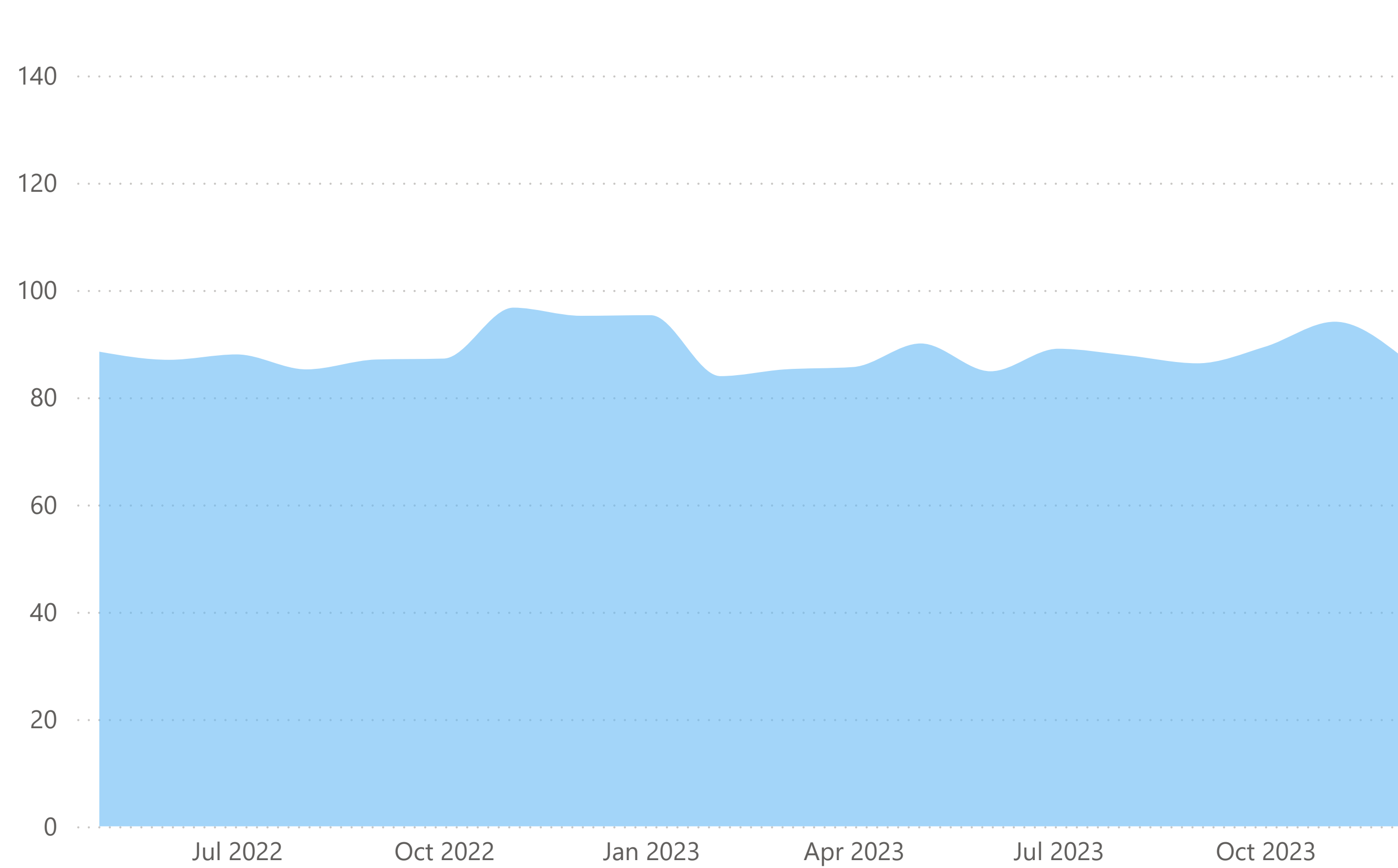
### ORDERS OVER TIME



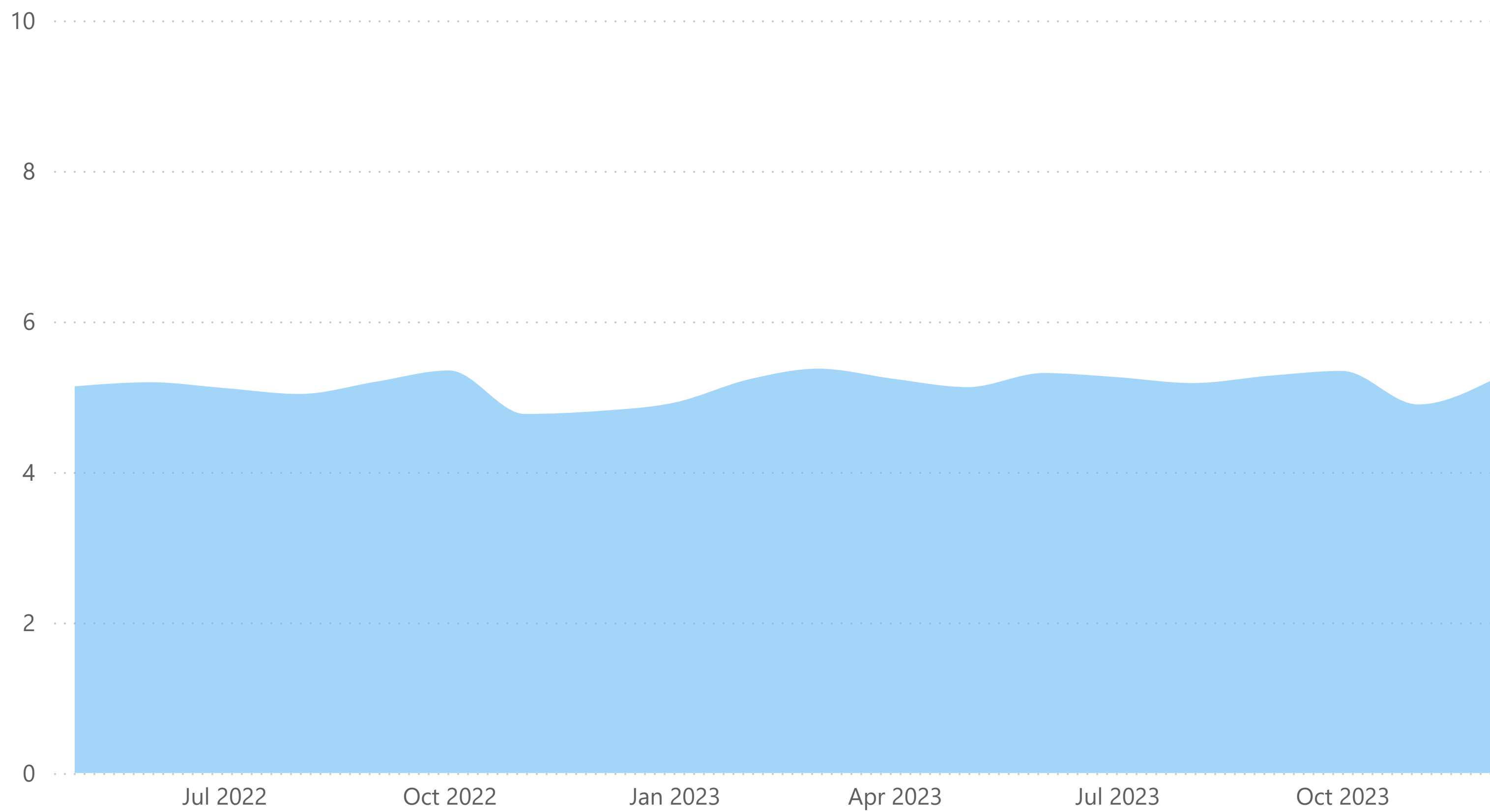
### ORDERS BY REGION



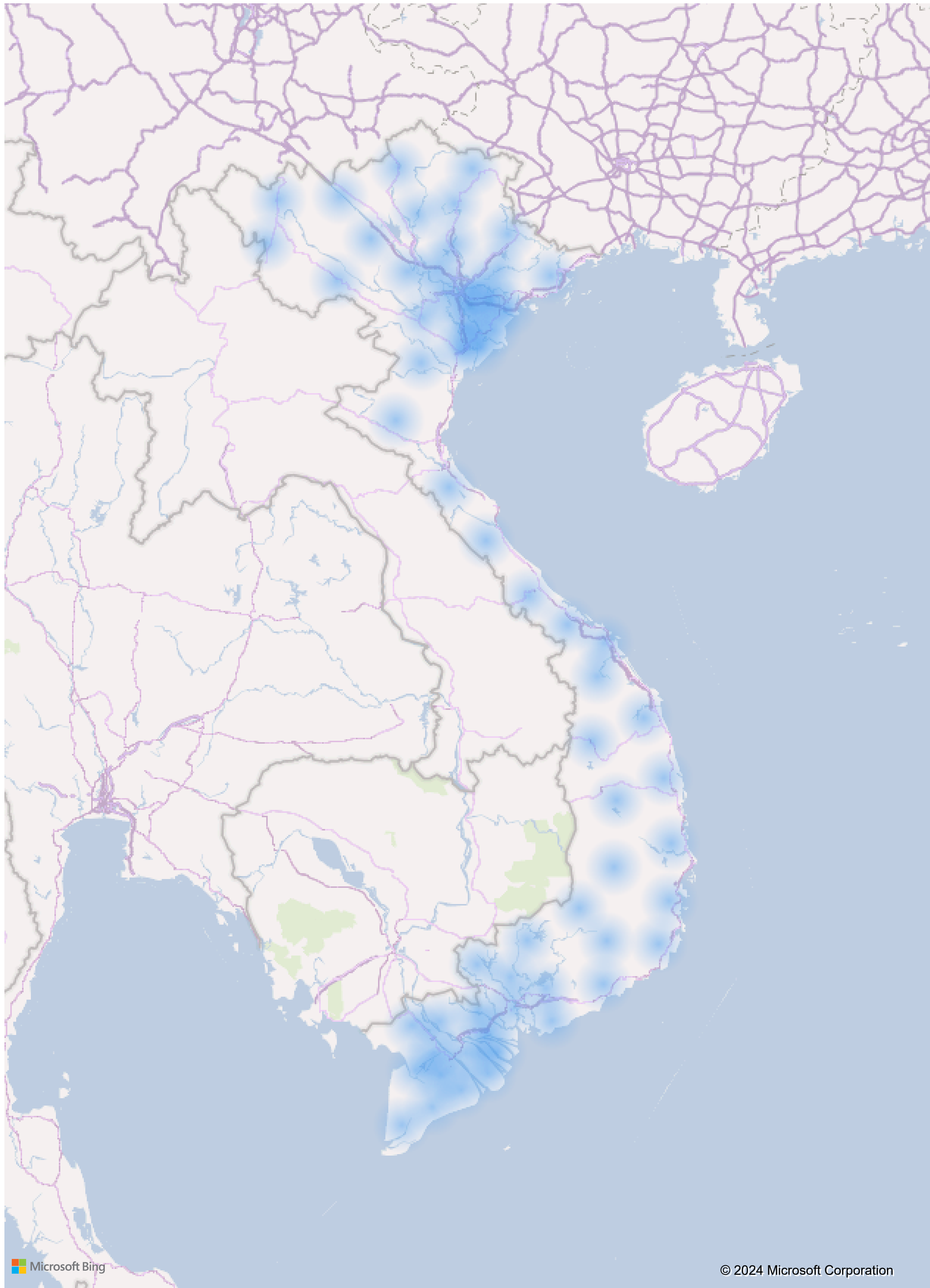
### DELIVERY TIME



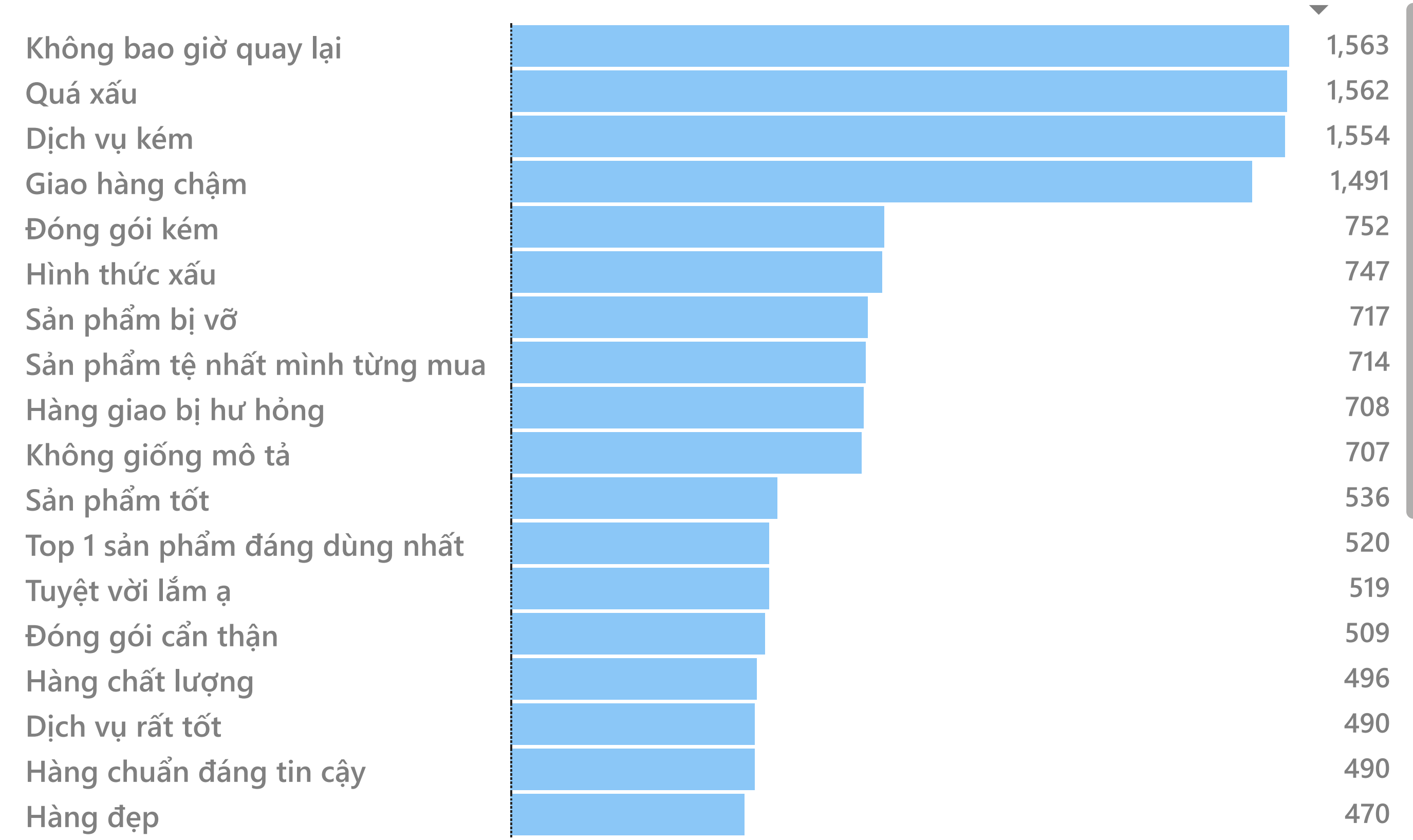
### RATING SCORE OVERTIME



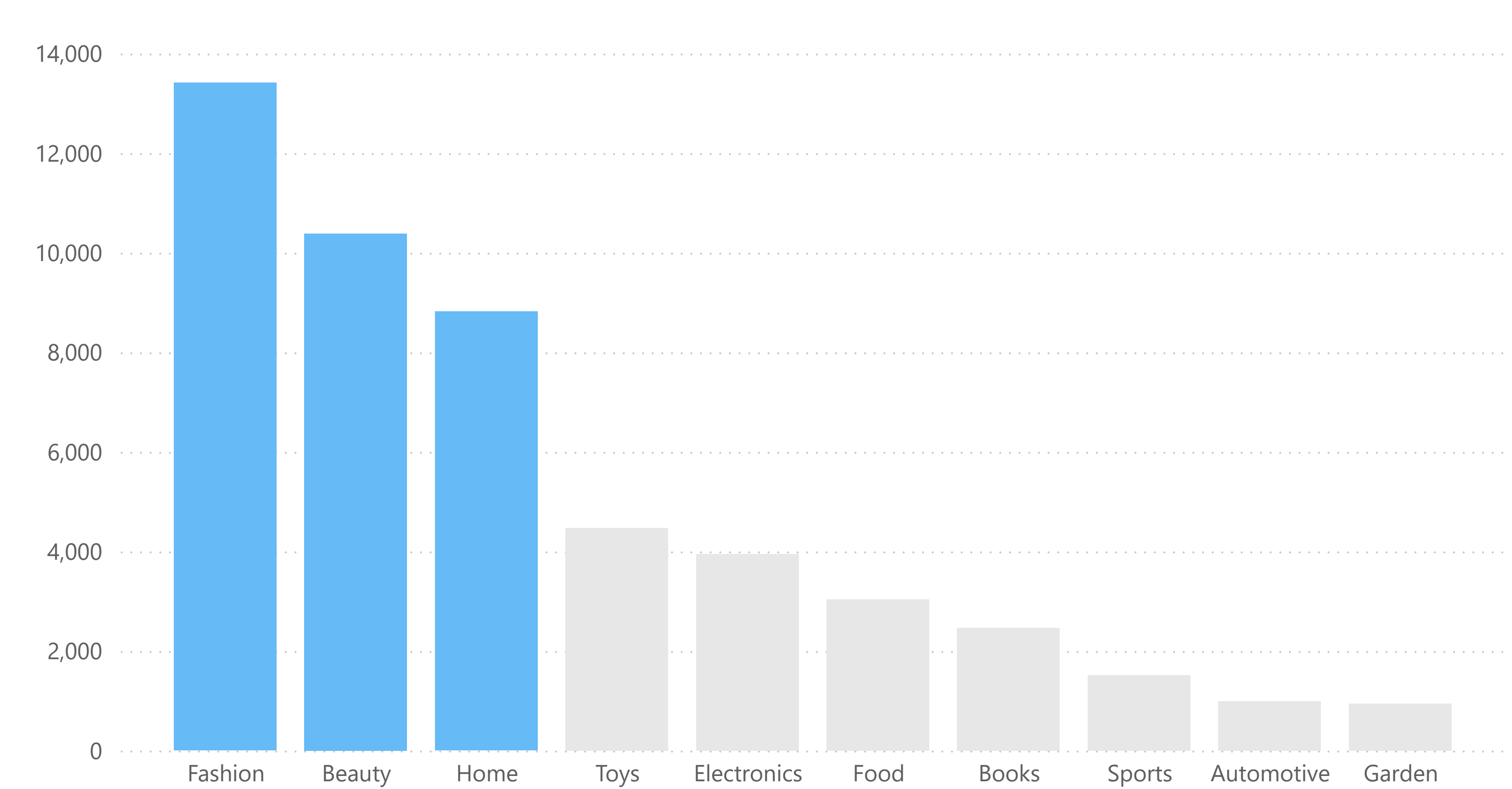
### ORDERS BY PROVINCE



### CUSTOMER'S FEEDBACKS



### ORDERS BY PRODUCT





# Delivery Performance Tracking Dashboard

## Orders Detail

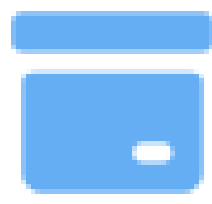
YEAR

2022

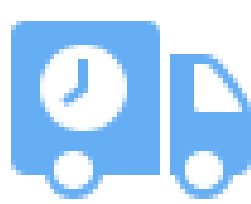
2023

REGION

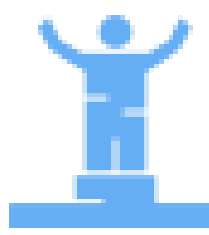
All



NO. ORDERS  
49,996



AV. DELIVERY  
90 hours



SUCCESS RATIO  
80%



DELIVERING RATIO  
9%

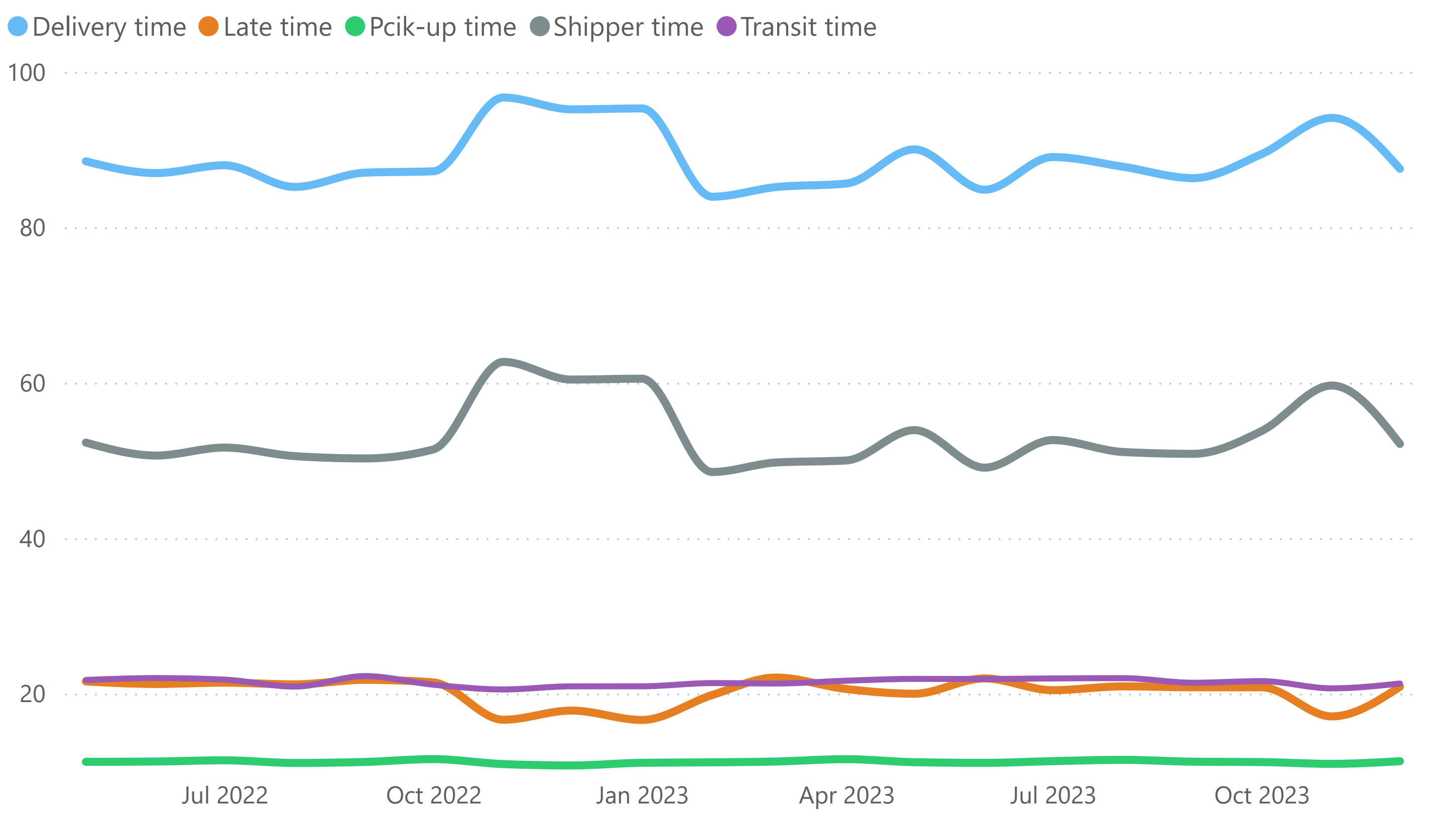


LATE RATIO  
40%

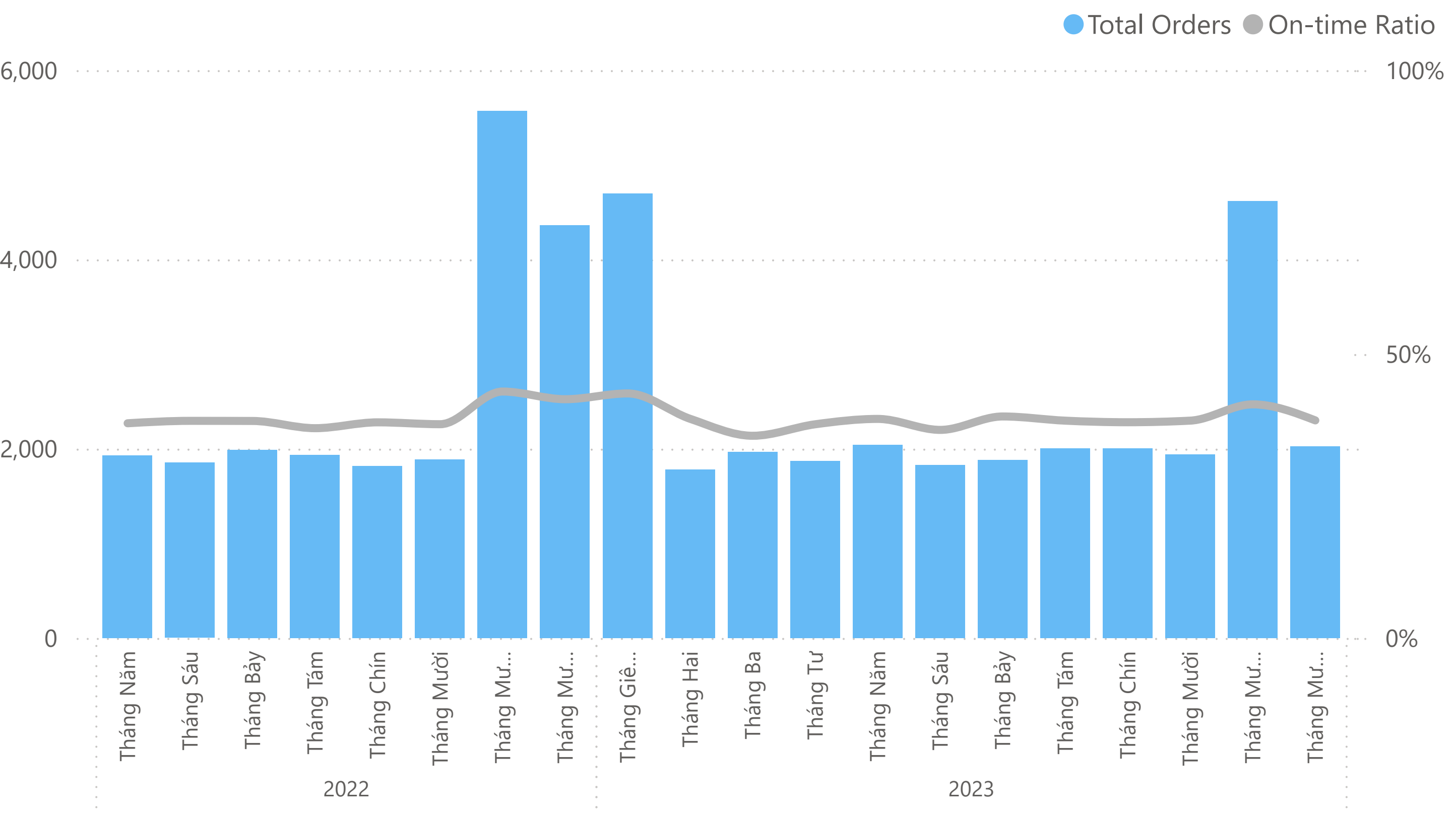


CANCELATION RATIO  
7%

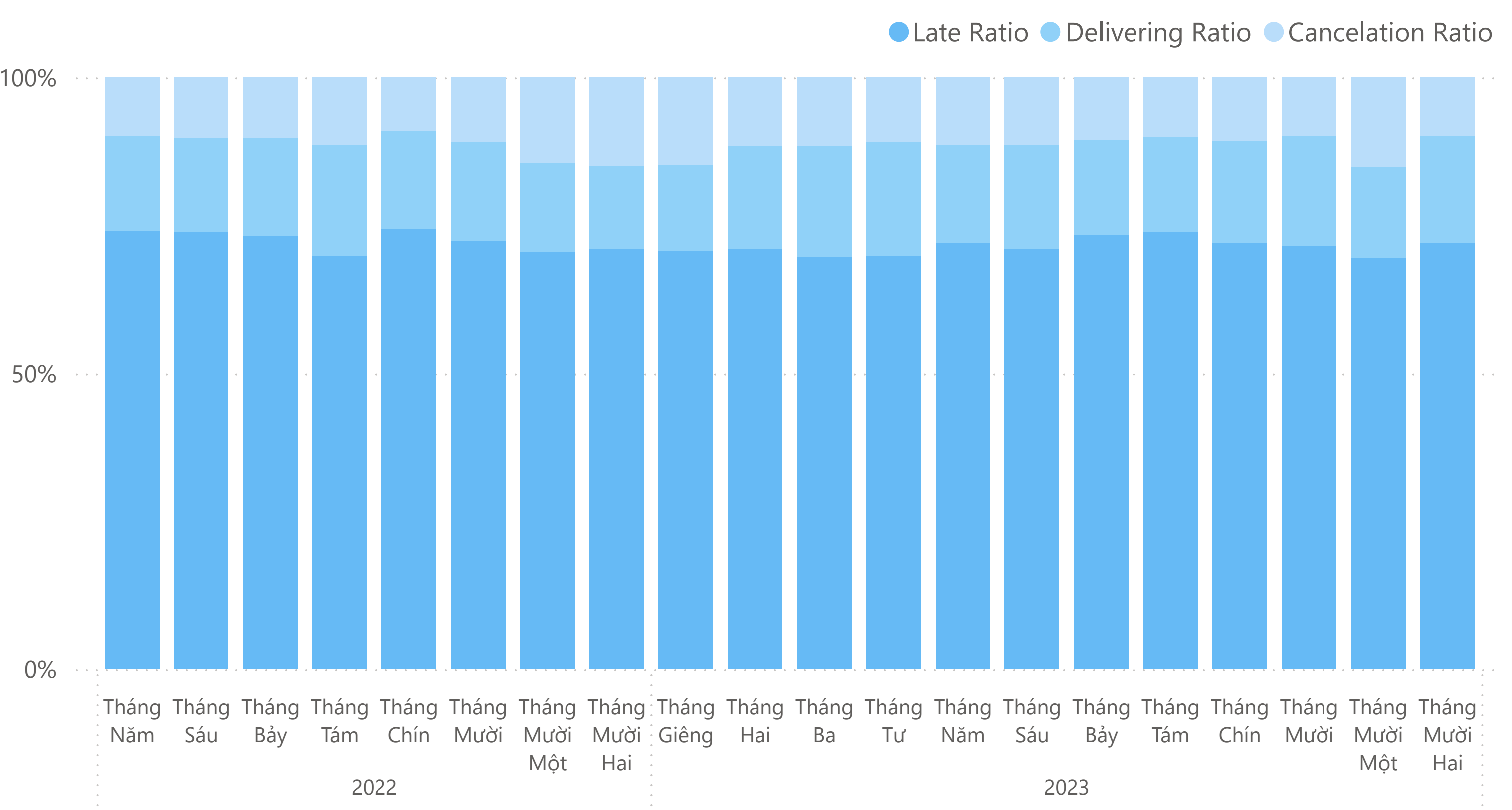
AVERAGE TIME OF EACH STAGE IN HE DELIVERY PROCESS



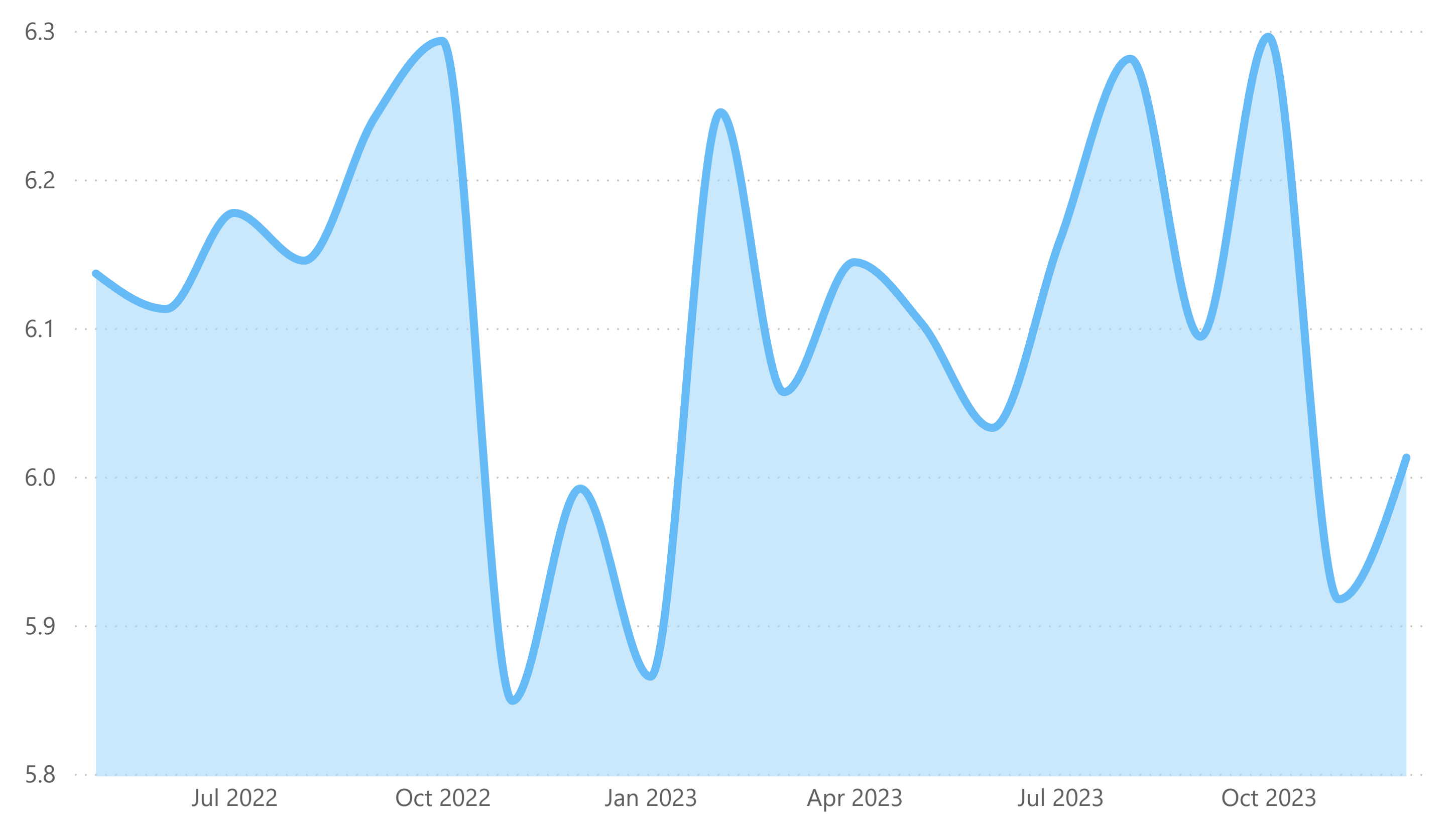
NUMBER OF ORDERS & ON-TIME DELIVERY TIME



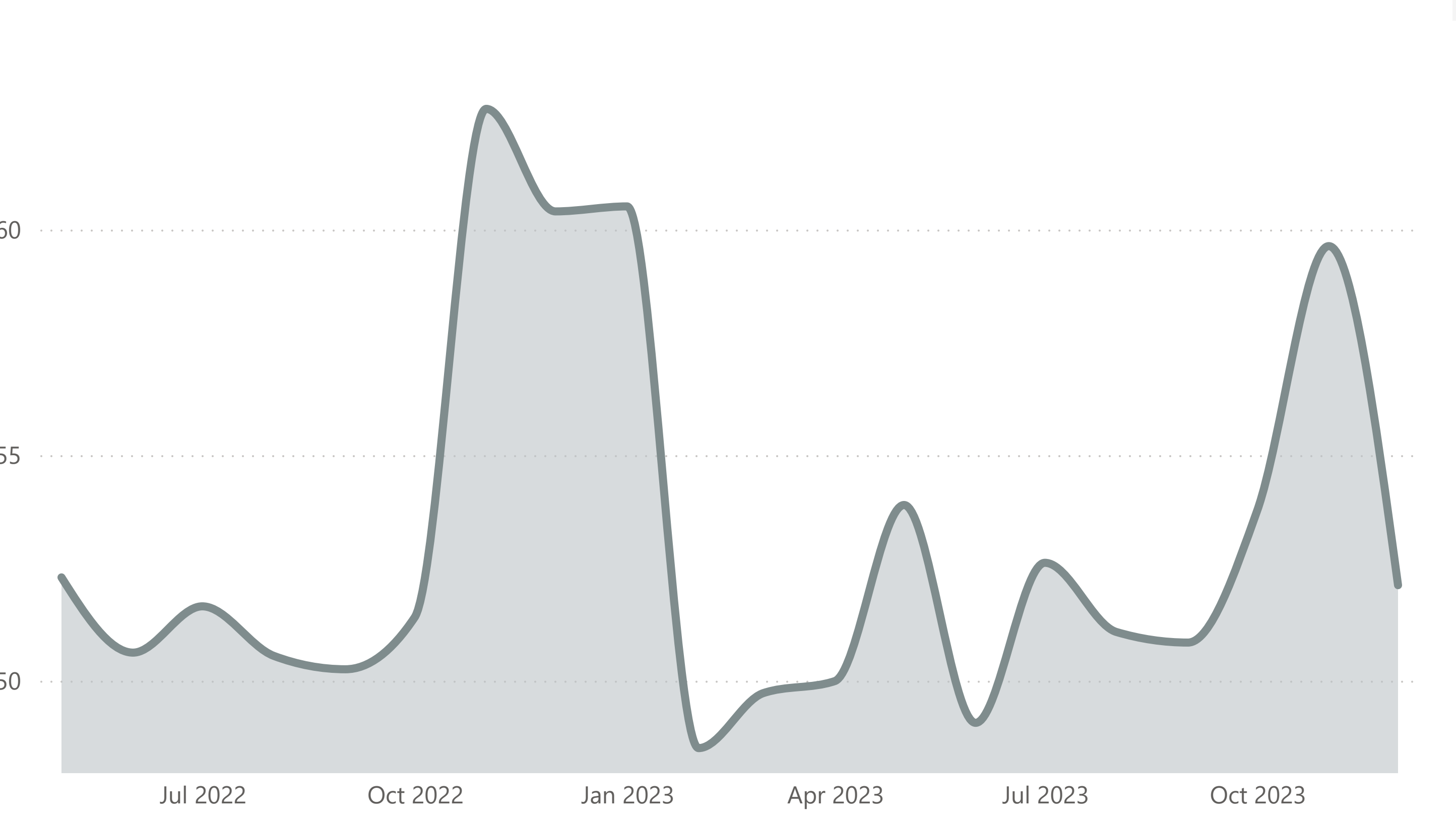
LATE - CANCELATION - DELIVERING RATIO



AVERAGE ORDER CONFIRMATION TIME



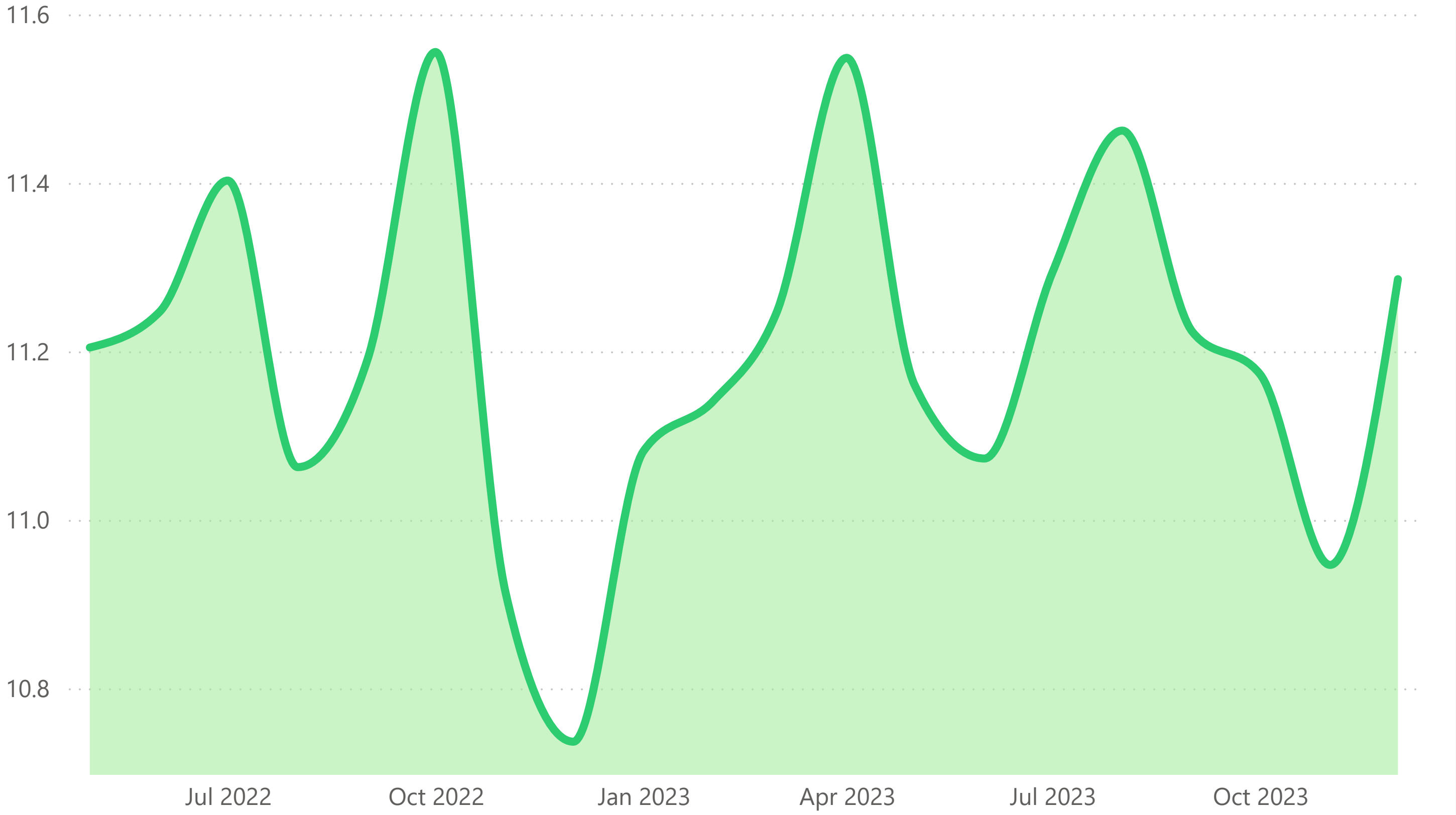
AVERAGE DELIVERY TIME OF SHIPPER



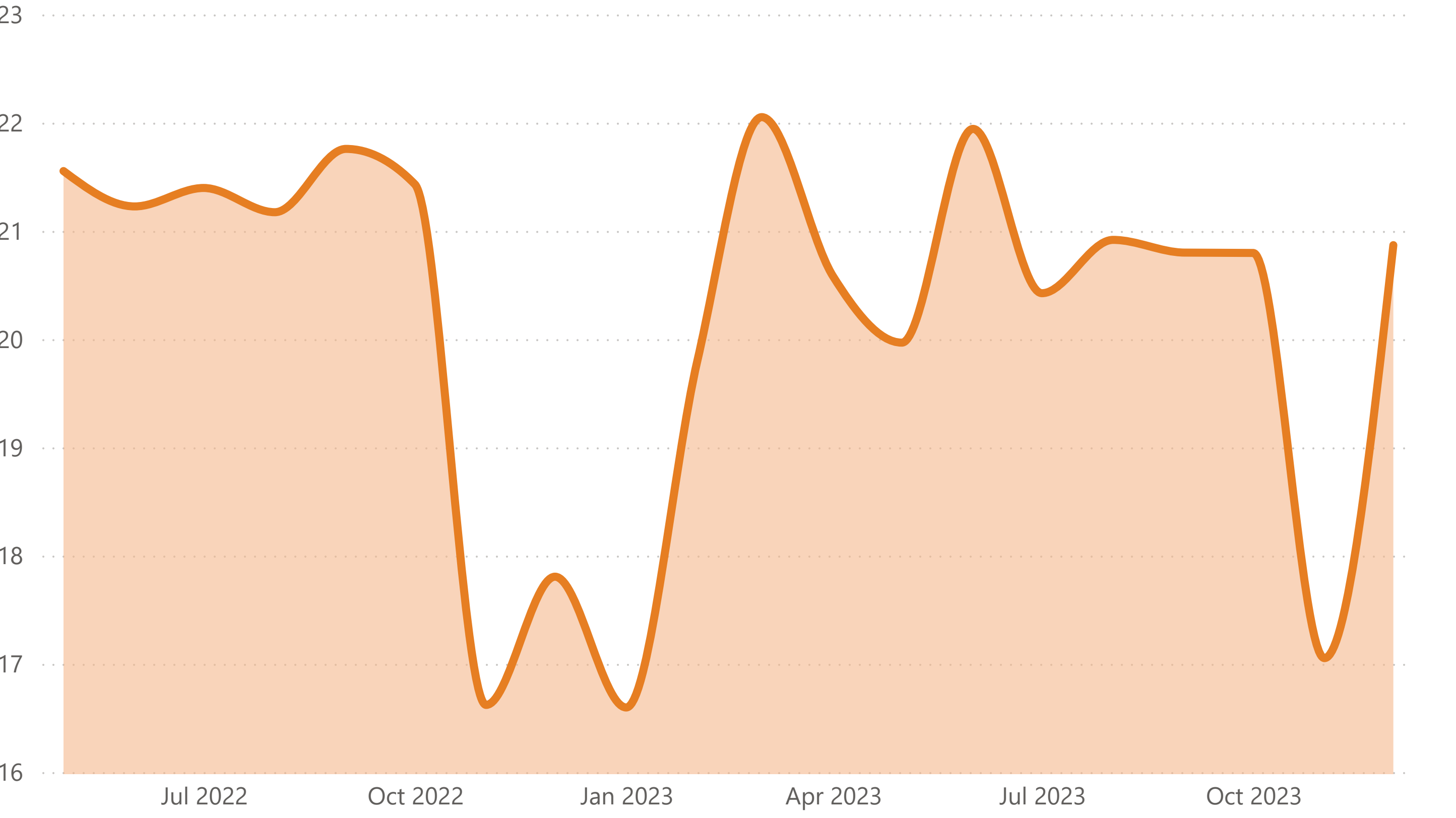
CATEGORY-WISE ORDER AND DELIVERY PERFORMANCE METRICS

Category	Orders	A.T.Time	A.L.Time	O.Time %	Late %	Cancellation %
<input checked="" type="checkbox"/> Automotive	989	124	8	58%	58%	8%
Car Battery	132	128	6	61%	61%	7%
Car Cover	157	121	10	58%	58%	8%
Car Wash Kit	141	129	6	60%	60%	7%
GPS Navigator	148	121	8	58%	58%	7%
Motor Oil	130	119	9	57%	57%	7%
Tire	143	118	7	57%	57%	10%
Wiper Blades	138	130	9	57%	57%	9%
<input checked="" type="checkbox"/> Beauty	10,384	81	23	34%	34%	7%
Face Cream	1,493	81	23	35%	35%	8%
Hair Dryer	1,546	80	23	34%	34%	6%
Lipstick	1,477	81	23	34%	34%	7%
Makeup Kit	1,473	81	23	35%	35%	7%
Nail Polish	1,469	81	24	35%	35%	6%
Total	49,996	90	19	40%	40%	7%

AVERAGE PICK-UP TIME



AVERAGE LATE DELIVERY TIME



REGION-WISE ORDER AND DELIVERY PERFORMANCE METRICS

economic_region	Orders	A.T.Time	A.L.Time	O.Time %	Late %	Cancellation %
<input checked="" type="checkbox"/> Bắc Trung Bộ	1,297	91	18	41%	41%	7%
Hà Tĩnh	203	83	19	34%	34%	7%
Nghệ An	209	90	18	42%	42%	7%
Quảng Bình	228	95	17	44%	44%	7%
Quảng Trị	237	91	20	38%	38%	7%
Thanh Hóa	214	93	16	44%	44%	7%
Thừa Thiên Huế	206	96	18	45%	45%	7%
<input checked="" type="checkbox"/> Duyên hải Nam Trung Bộ	6,161	90	19	40%	40%	7%
Bình Định	240	92	22	38%	38%	7%
Bình Thuận	219	91	18	41%	41%	6%
Đà Nẵng	4,697	90	19	41%	41%	7%
Khánh Hòa	240	94	17	40%	40%	6%
Ninh Thuận	206	82	21	35%	35%	9%
Phú Yên	213	96	19	43%	43%	4%
Total	49,996	90	19	40%	40%	7%







# Delivery Performance Tracking Dashboard

## Customer Experience

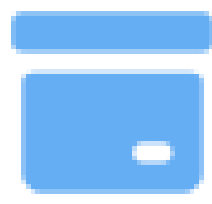
YEAR

2022

2023

REGION

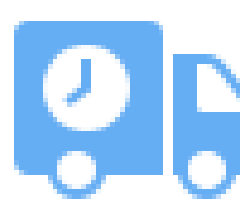
All



NO. ORDERS  
49,996



NO. REVIEWS  
18,022



REVIEWS RATIO  
36%



RATING SCORE  
5.1

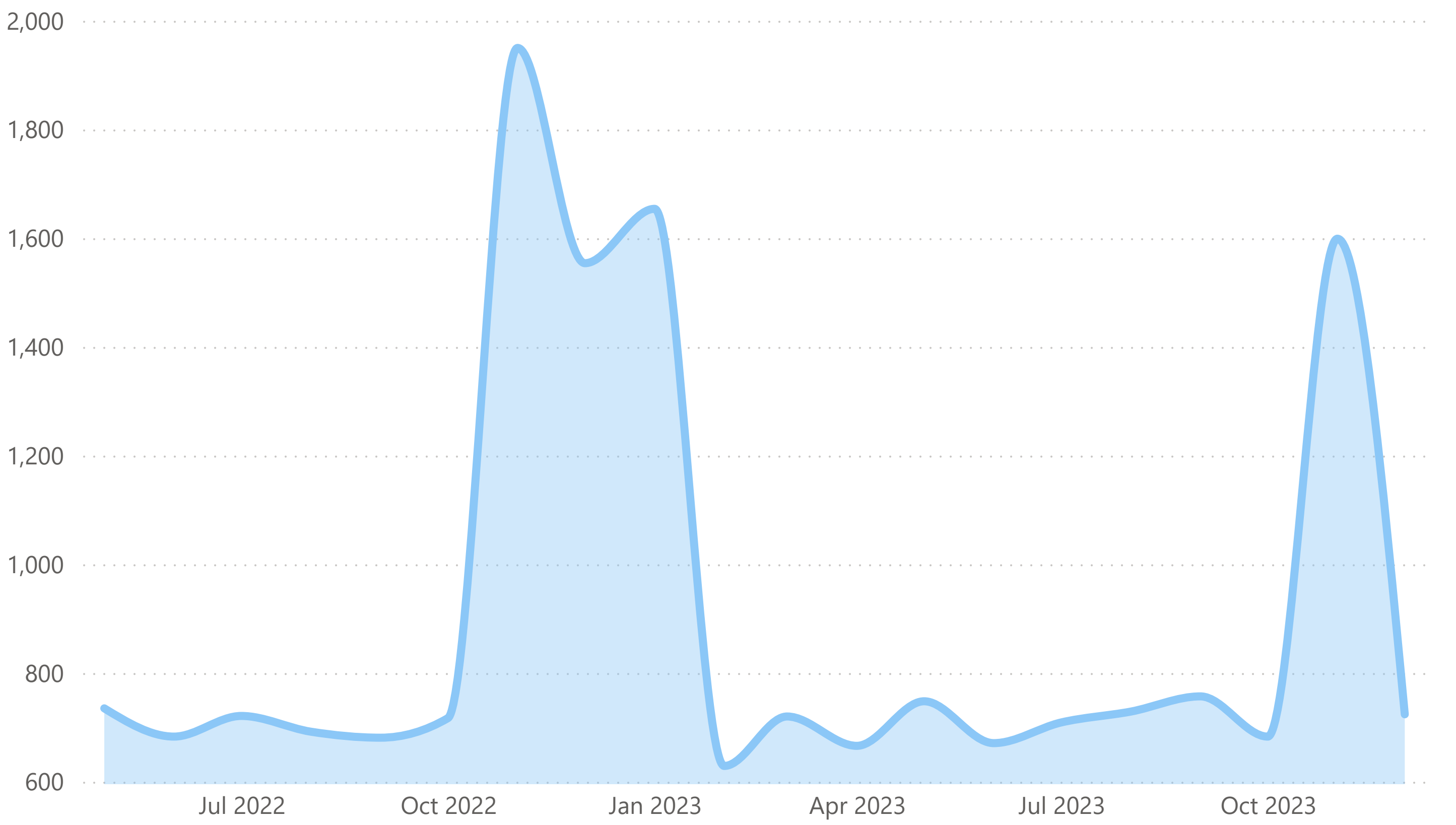


NEGATIVE RATIO  
58%

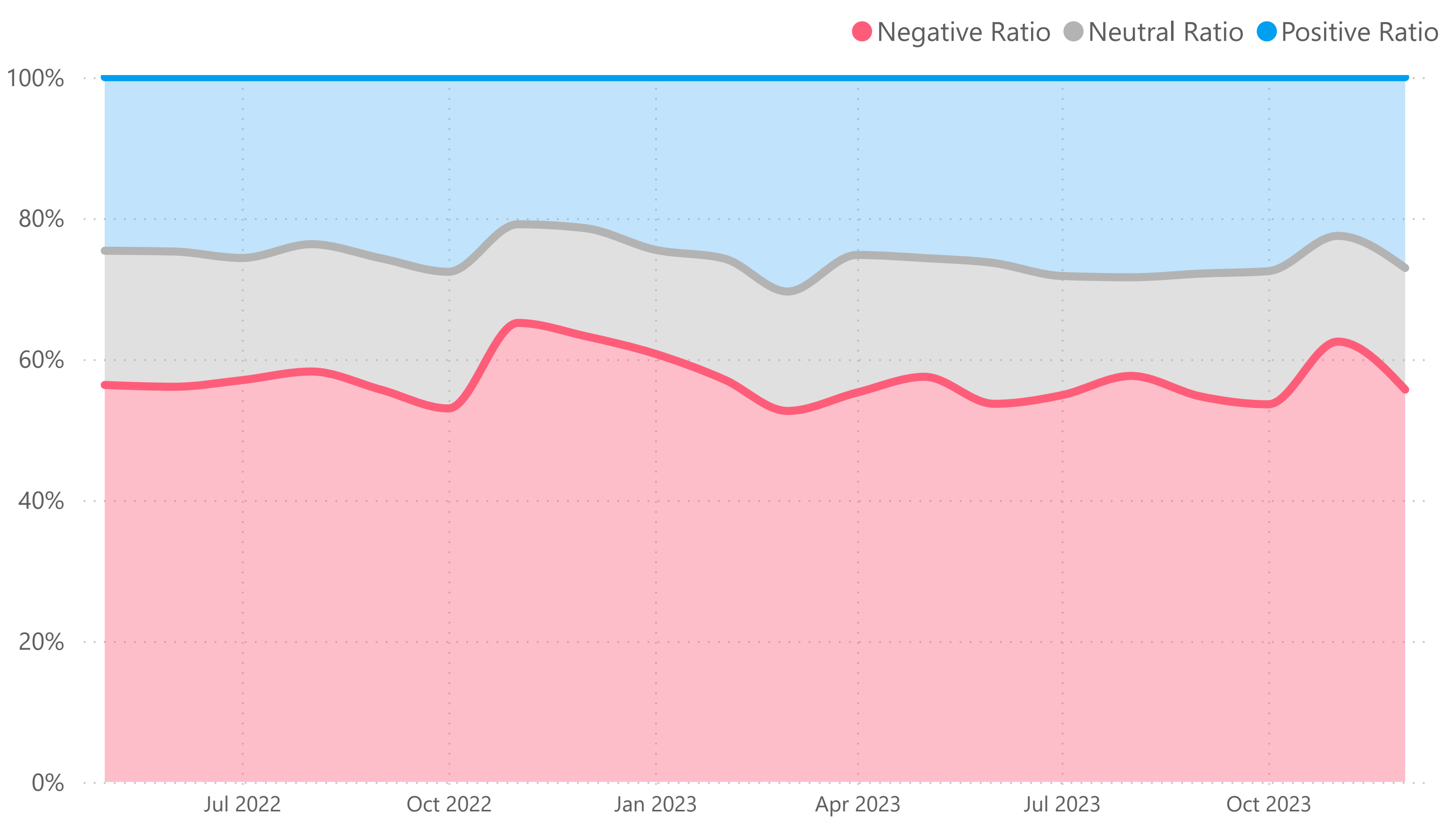


POSITIVE RATIO  
25%

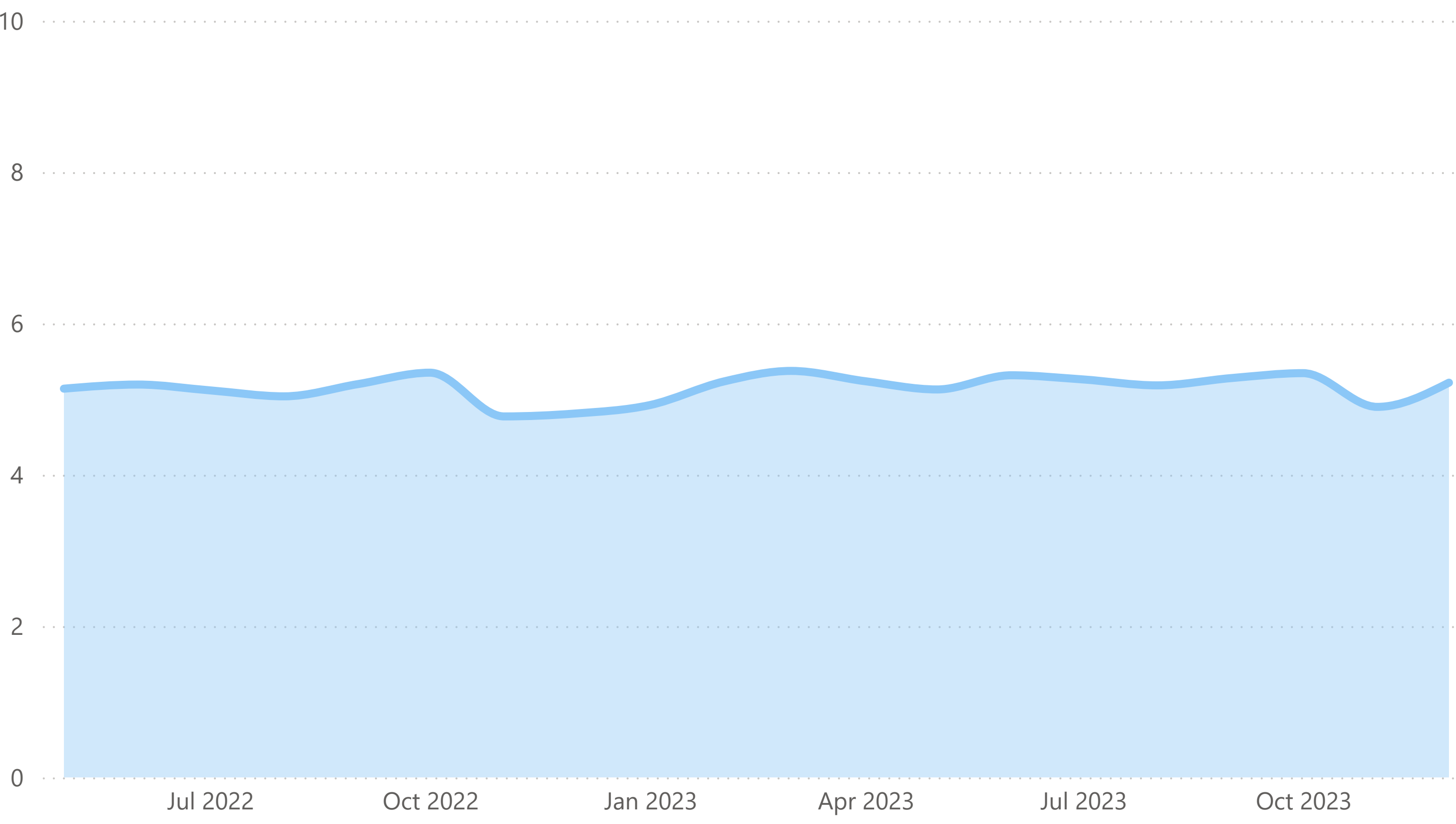
TIME-BASED REVIEW TRENDS FOR ORDERS



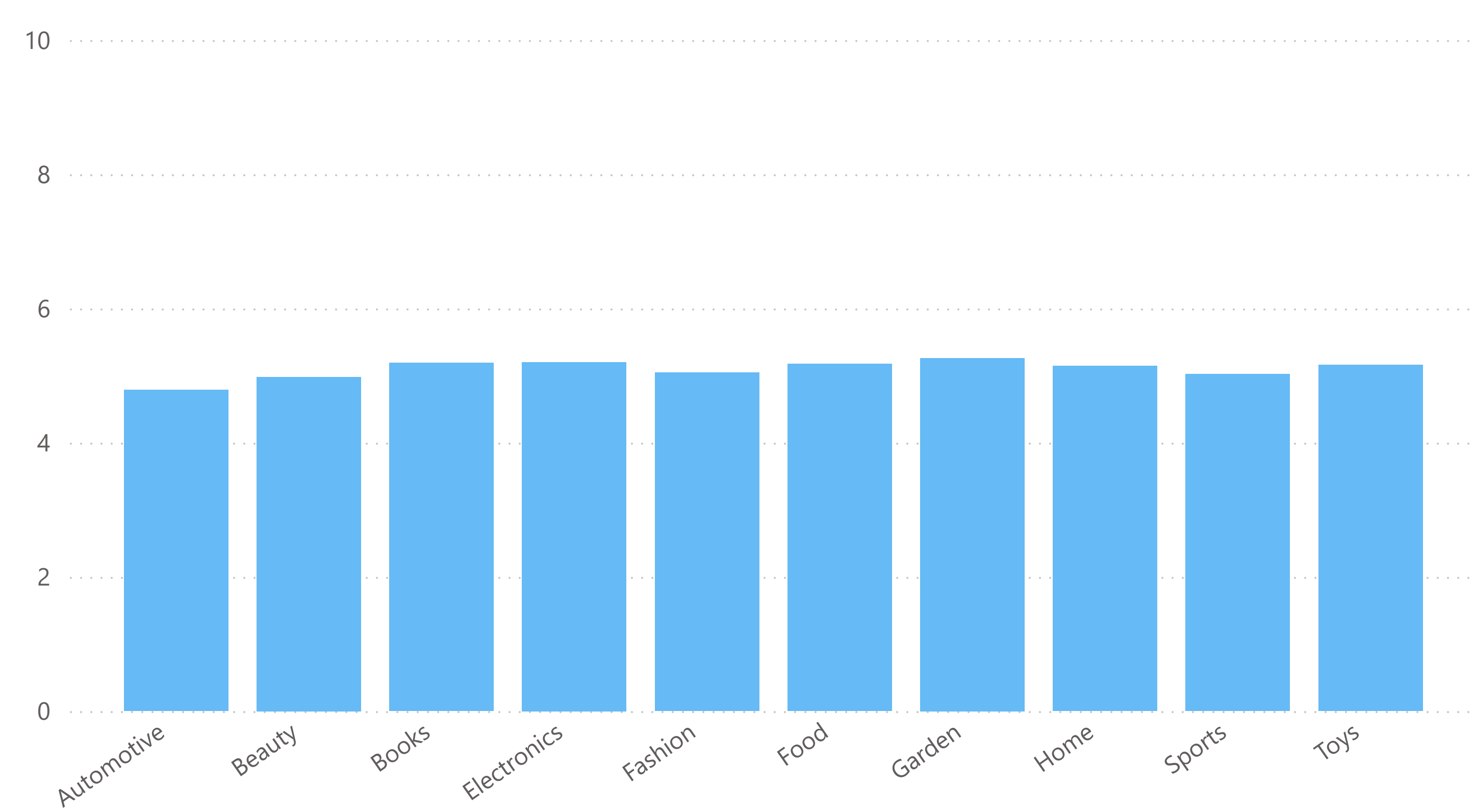
SENTIMENT FEEDBACK RATIO OVERTIME



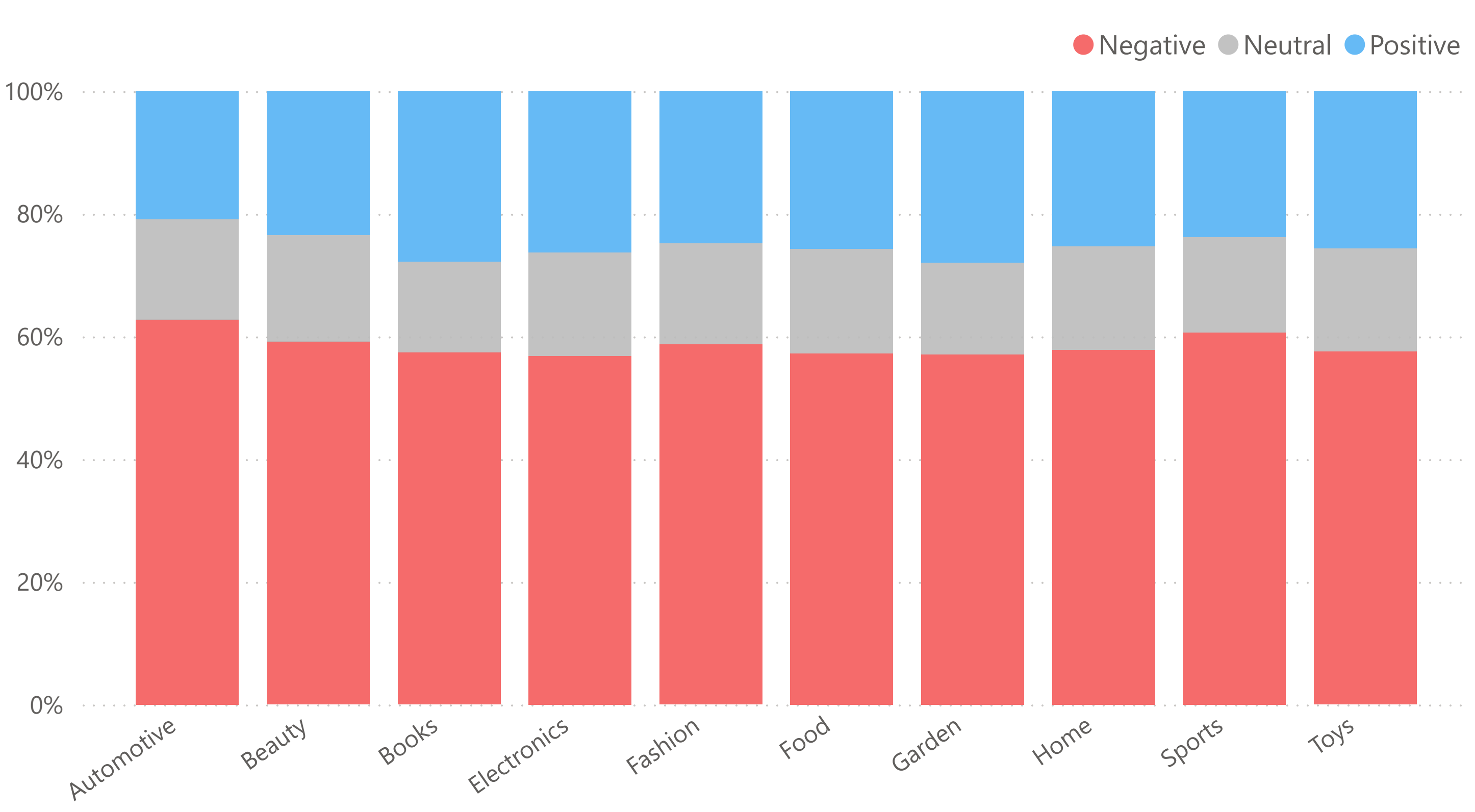
RATING SCORE OVERTIME



PRODUCT PERFORMANCE SCORE



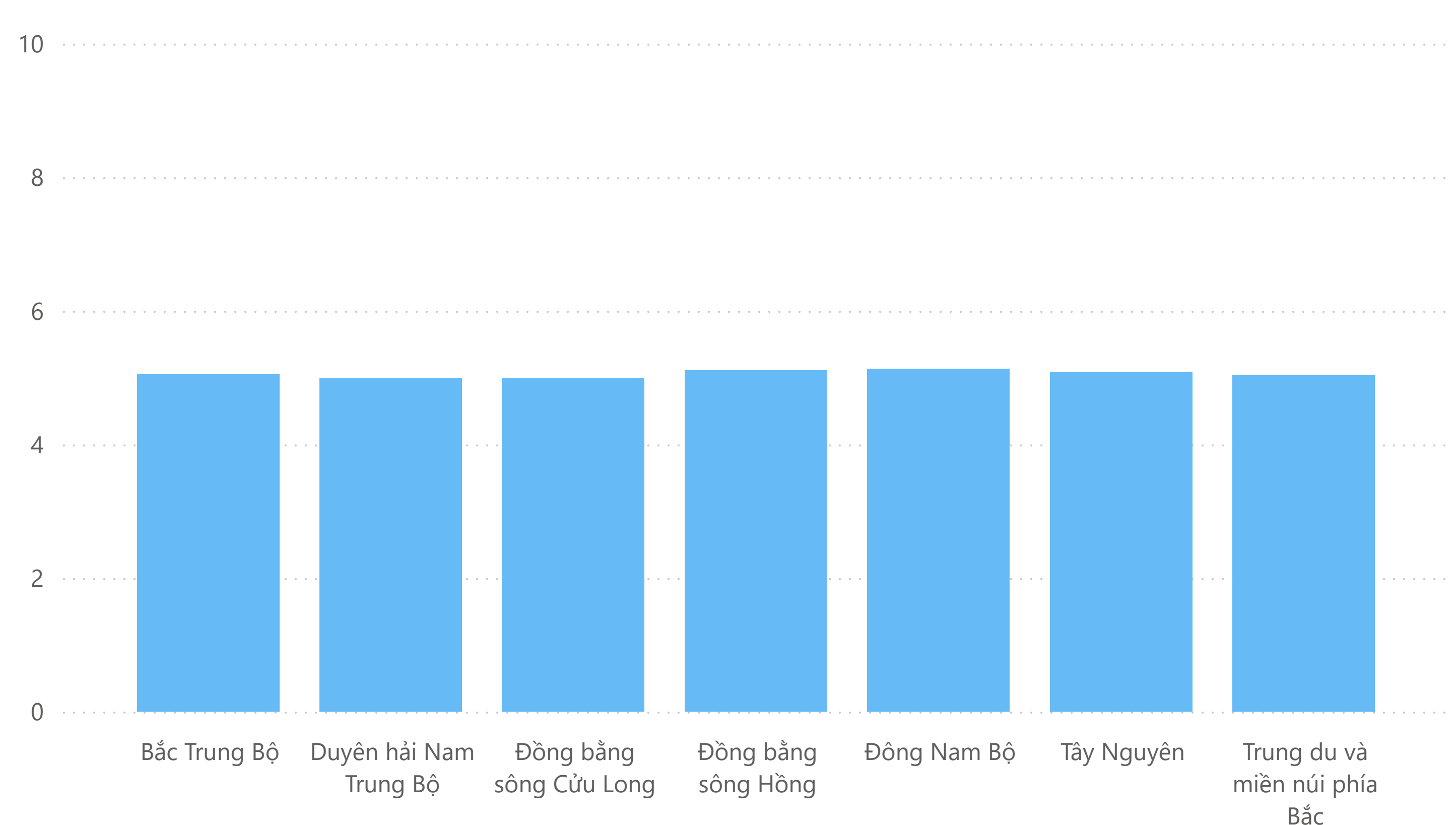
SENTIMENT FEEDBACK RATIO BY PRODUCT



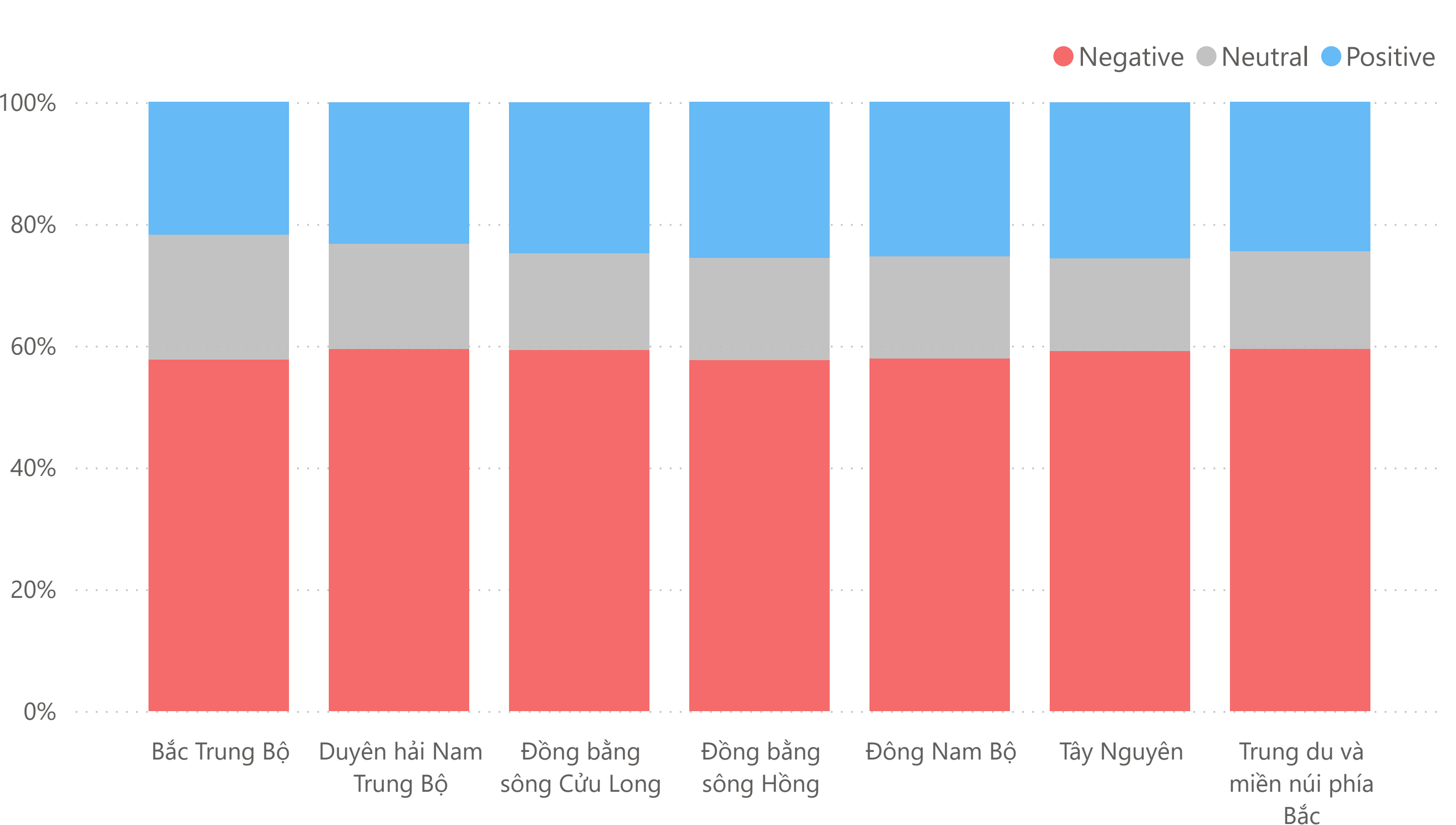
PRODUCT PERFORMANCE METRICS

Category	Orders	Reviews	Positive %	Negative %	Neutral %
<input checked="" type="checkbox"/> Automotive	989	368	21%	63%	16%
Car Battery	132	47	30%	55%	15%
Car Cover	157	59	22%	64%	14%
Car Wash Kit	141	49	12%	76%	12%
GPS Navigator	148	51	18%	65%	18%
Motor Oil	130	51	22%	53%	25%
Tire	143	52	21%	62%	17%
Wiper Blades	138	59	22%	64%	14%
<input checked="" type="checkbox"/> Beauty	10,384	3,798	24%	59%	17%
Face Cream	1,493	536	23%	61%	17%
Hair Dryer	1,546	573	25%	60%	16%
Lipstick	1,477	544	23%	57%	20%
Makeup Kit	1,473	569	23%	60%	17%
Nail Polish	1,469	559	26%	59%	16%
Total	49,996	18,022	25%	58%	17%

REGION PERFORMANCE SCORE



SENTIMENT FEEDBACK RATIO BY REGION



REGION PERFORMANCE METRICS

economic_region	Orders	Reviews	Positive %	Negative %	Neutral %
<input checked="" type="checkbox"/> Bắc Trung Bộ	1,297	487	22%	58%	21%
Hà Tĩnh	203	77	22%	47%	31%
Nghệ An	209	83	19%	54%	27%
Quảng Bình	228	90	20%	59%	21%
Quảng Trị	237	88	20%	66%	14%
Thanh Hóa	214	64	23%	59%	17%
Thừa Thiên Huế	206	85	26%	60%	14%
<input checked="" type="checkbox"/> Duyên hải Nam Trung Bộ	6,161	2,201	23%	59%	17%
Bình Định	240	80	21%	64%	15%
Bình Thuận	219	62	19%	65%	16%
Đà Nẵng	4,697	1,715	23%	59%	17%
Khánh Hòa	240	91	19%	63%	19%
Ninh Thuận	206	69	32%	55%	13%
Phú Yên	213	71	21%	65%	14%
Total	49,996	18,022	25%	58%	17%

