



Delivery Performance Tracking Dashboard

Orders Overview

YEAR

2022

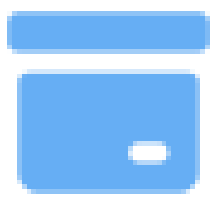
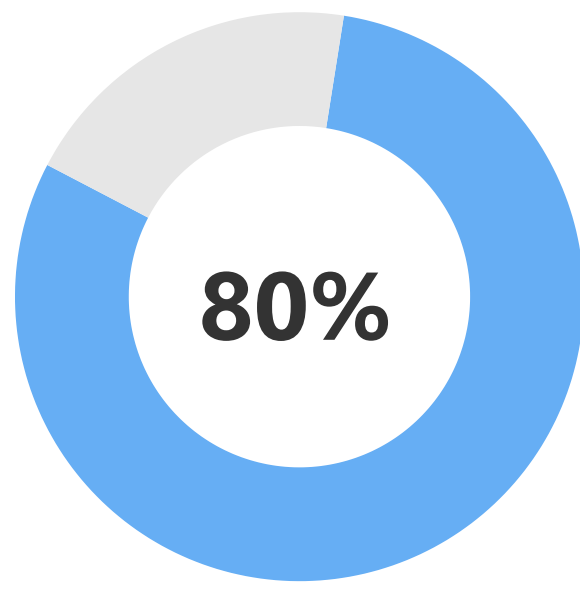
2023

REGION

All



DELIVERY COMPLETION RATE



NO. ORDERS
49,996



AV. DELIVERY
90 hours



LATE RATIO
40%

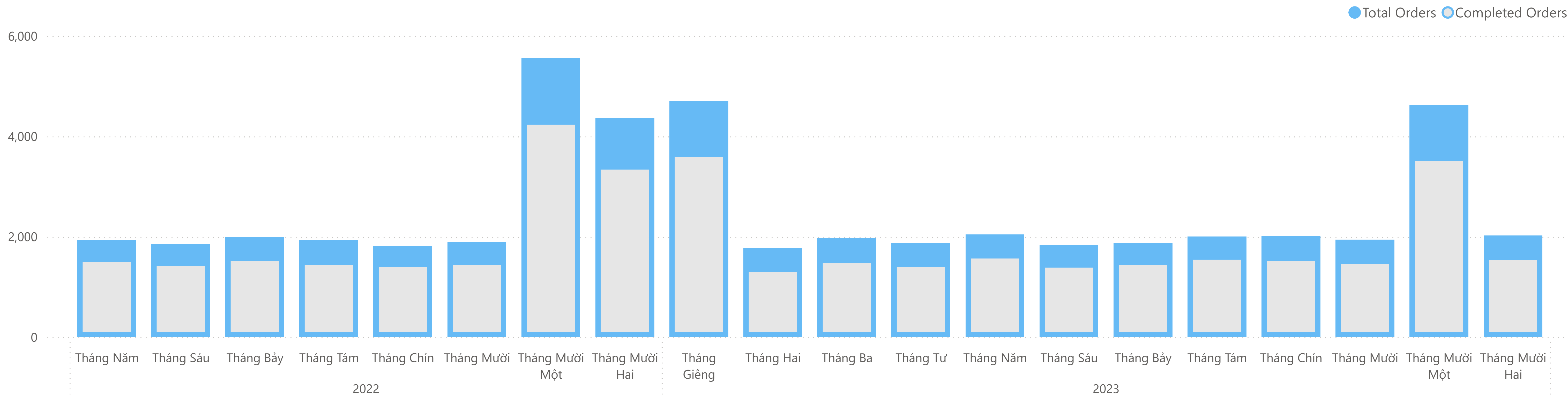


CANCELATION RATIO
7%



RATING SCORE
5.1

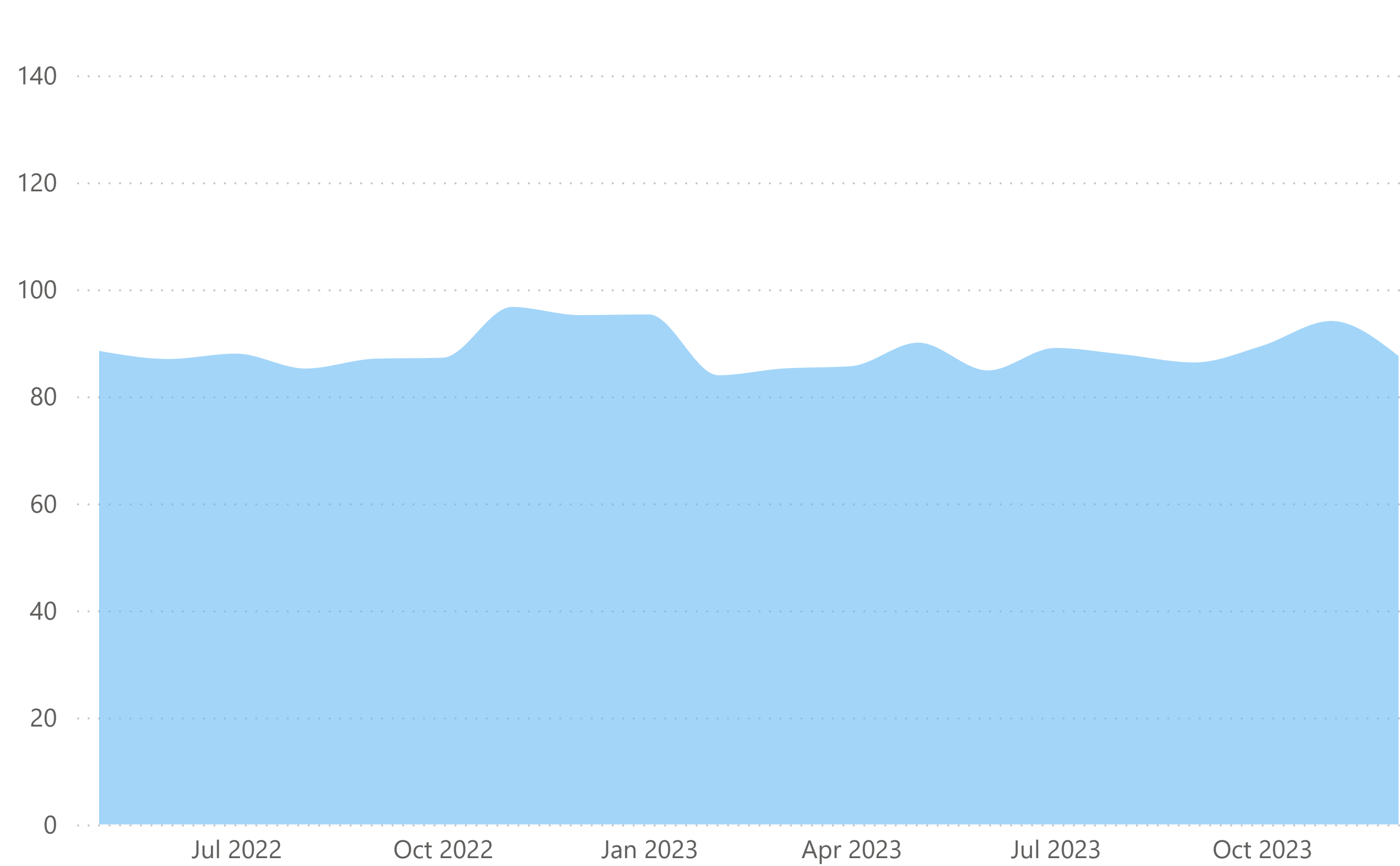
ORDERS OVER TIME



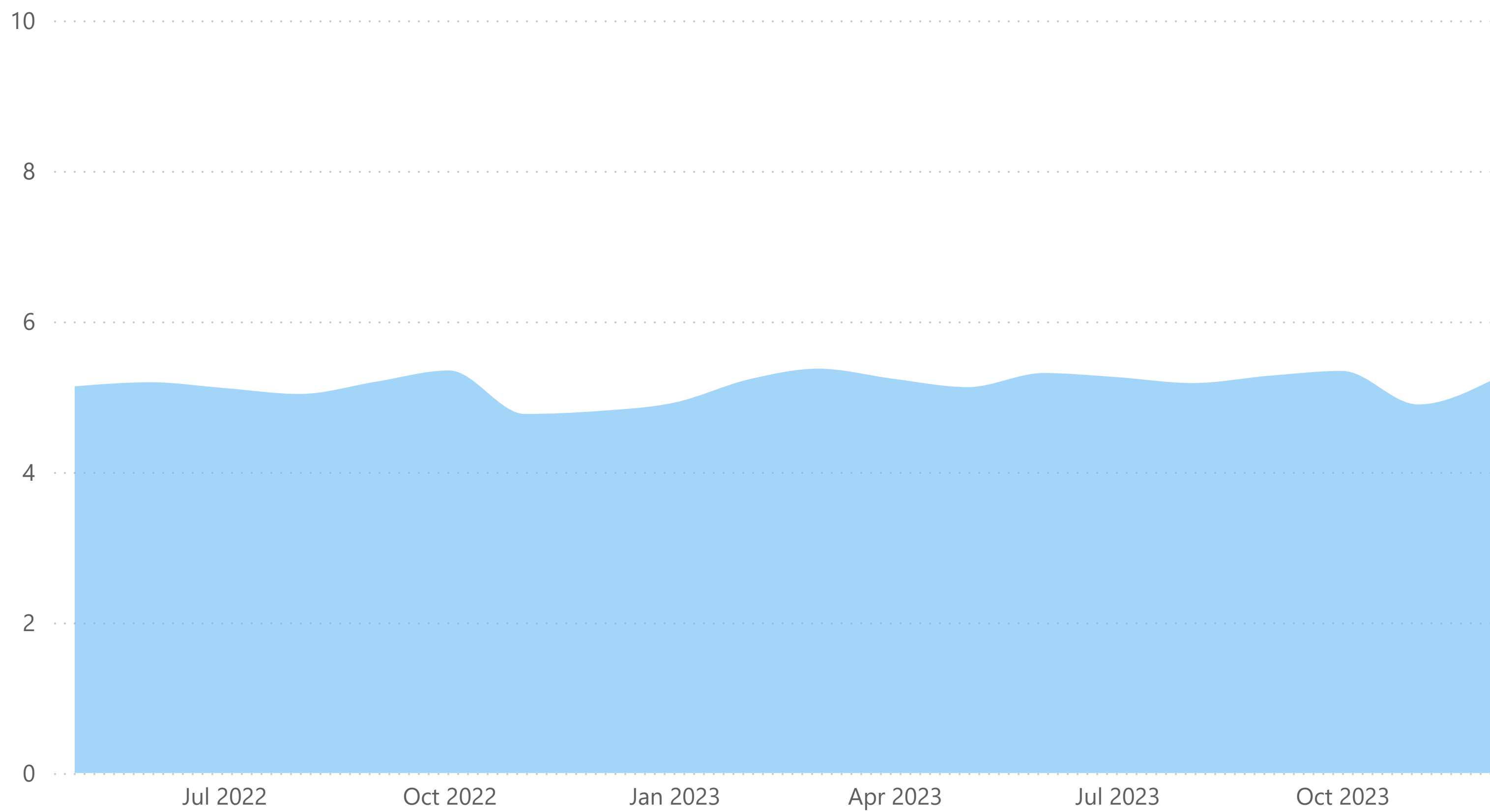
ORDERS BY REGION



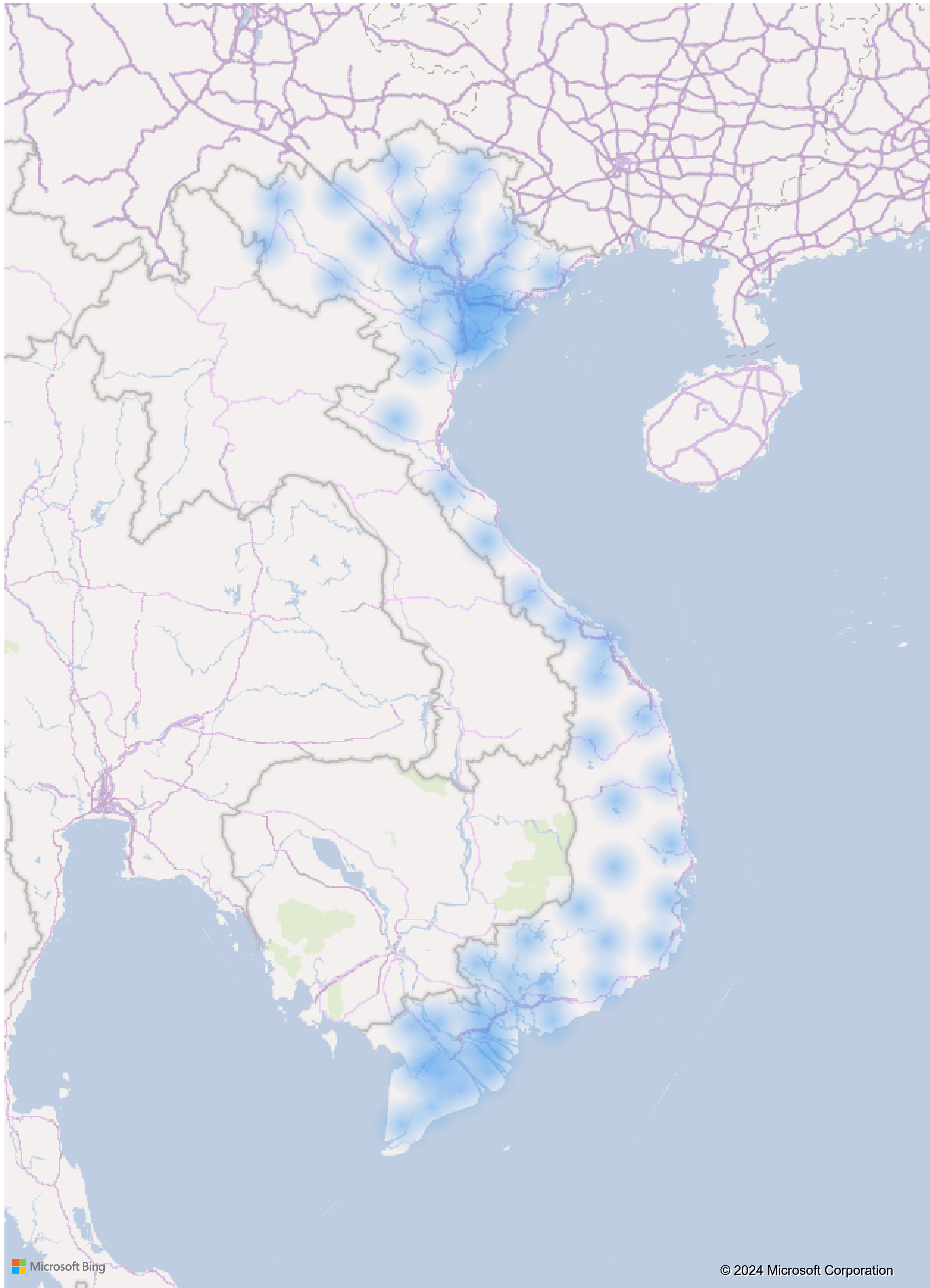
DELIVERY TIME



RATING SCORE OVERTIME



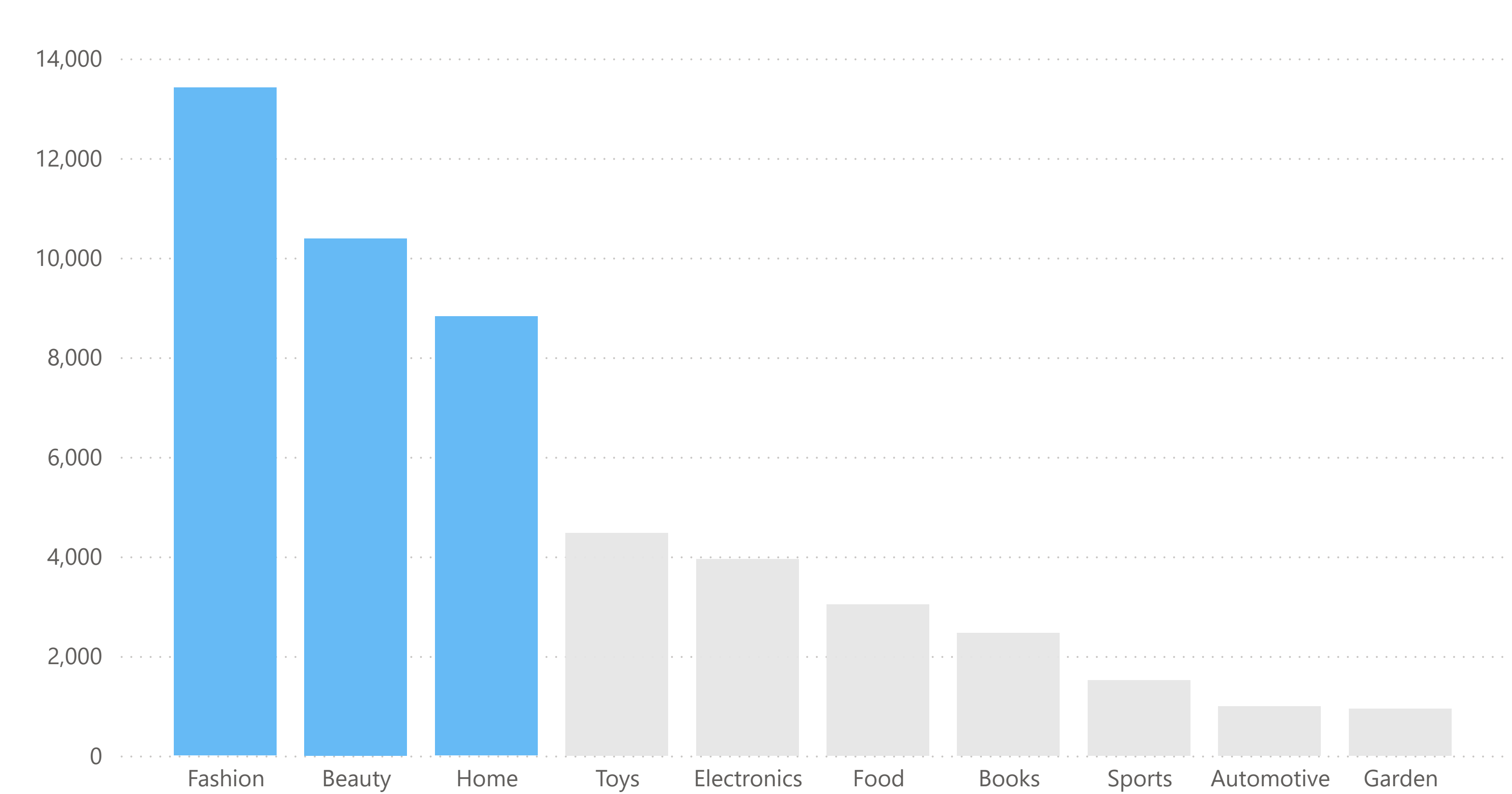
ORDERS BY PROVINCE



CUSTOMER'S FEEDBACKS



ORDERS BY PRODUCT





Delivery Performance Tracking Dashboard

Orders Detail

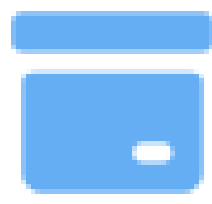
YEAR

2022

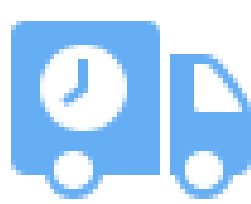
2023

REGION

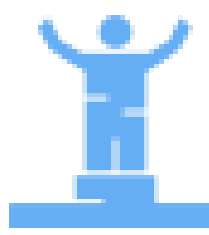
All



NO. ORDERS
49,996



AV. DELIVERY
90 hours



SUCCESS RATIO
80%



DELIVERING RATIO
9%

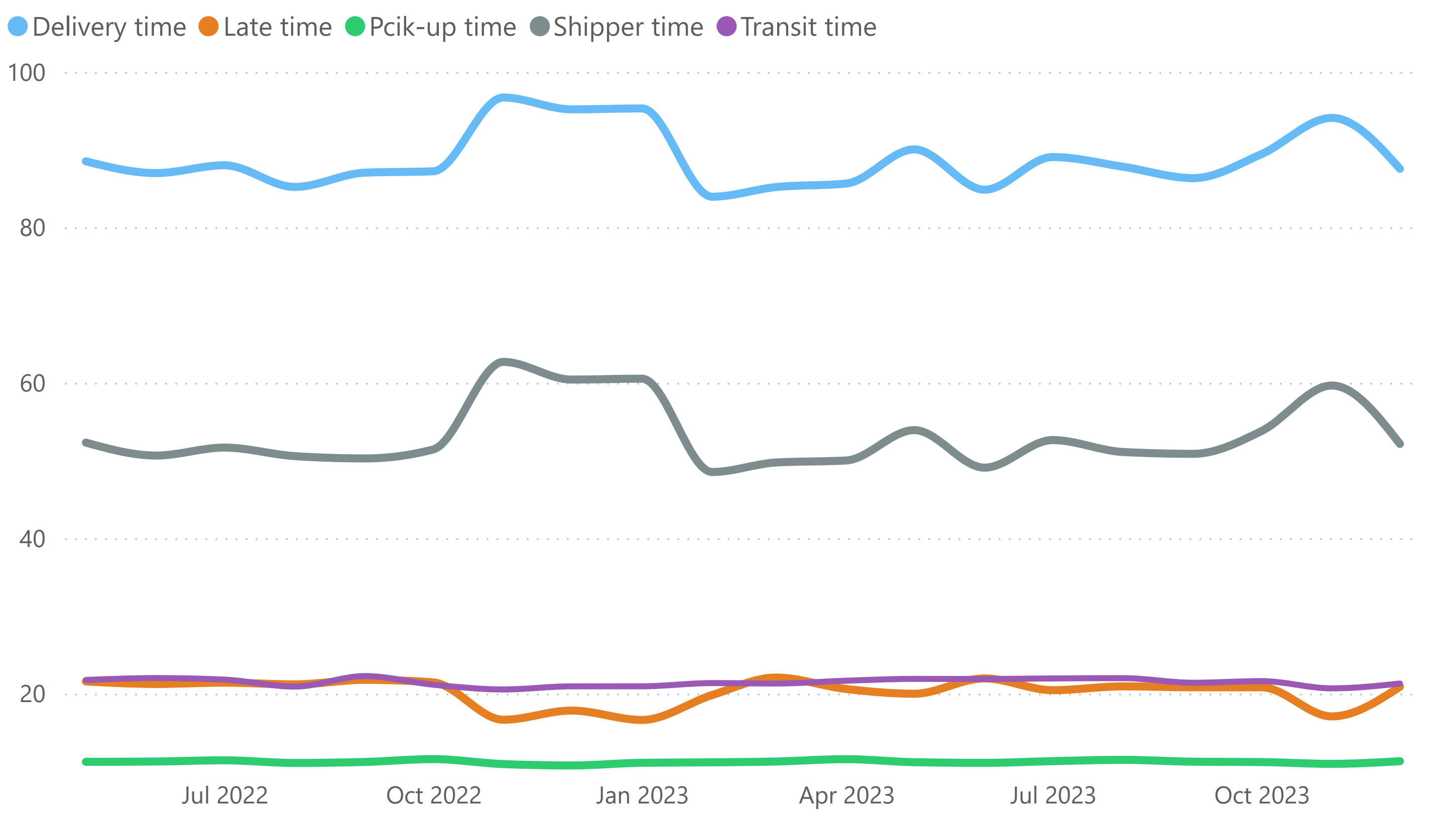


LATE RATIO
40%

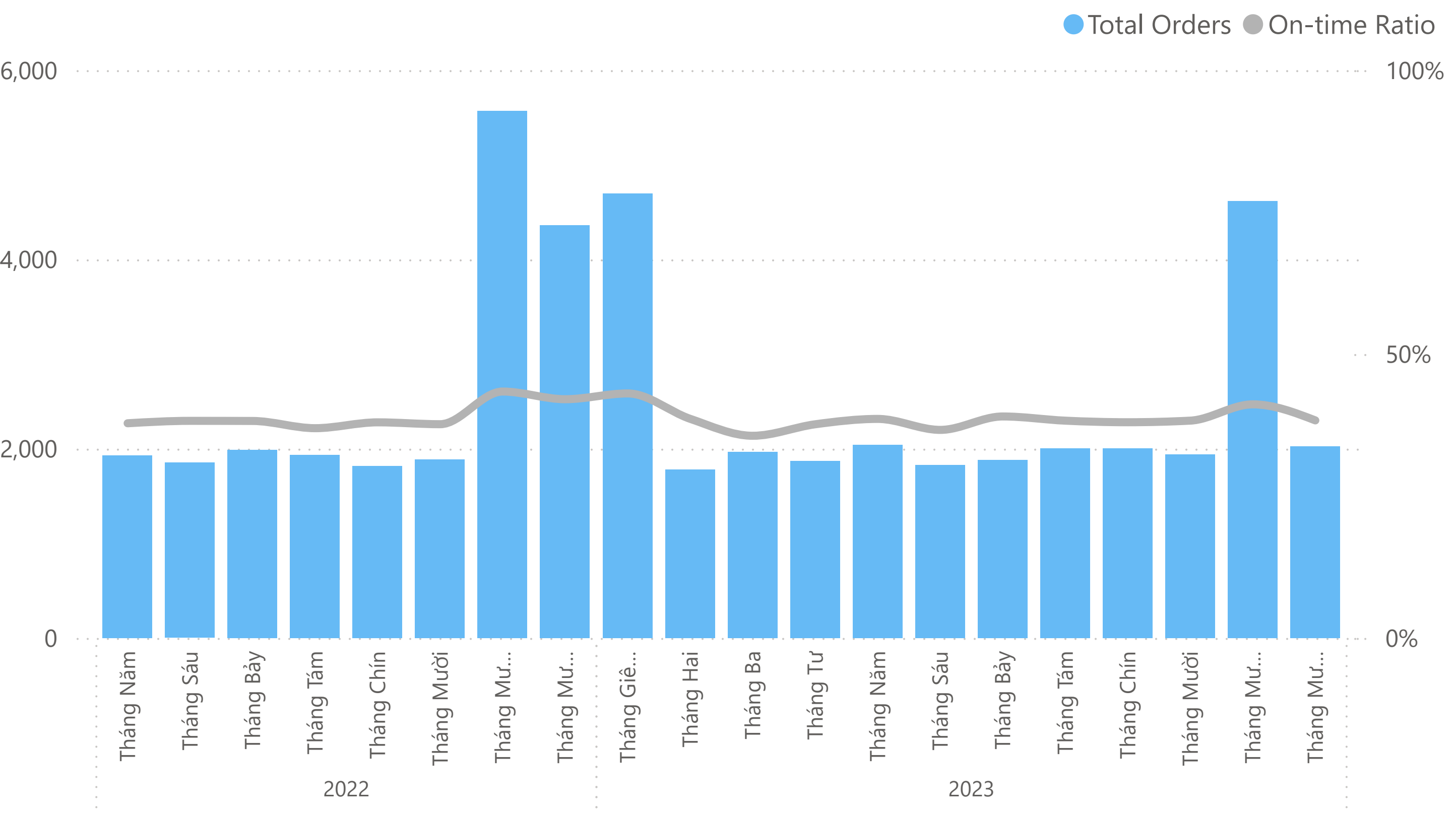


CANCELATION RATIO
7%

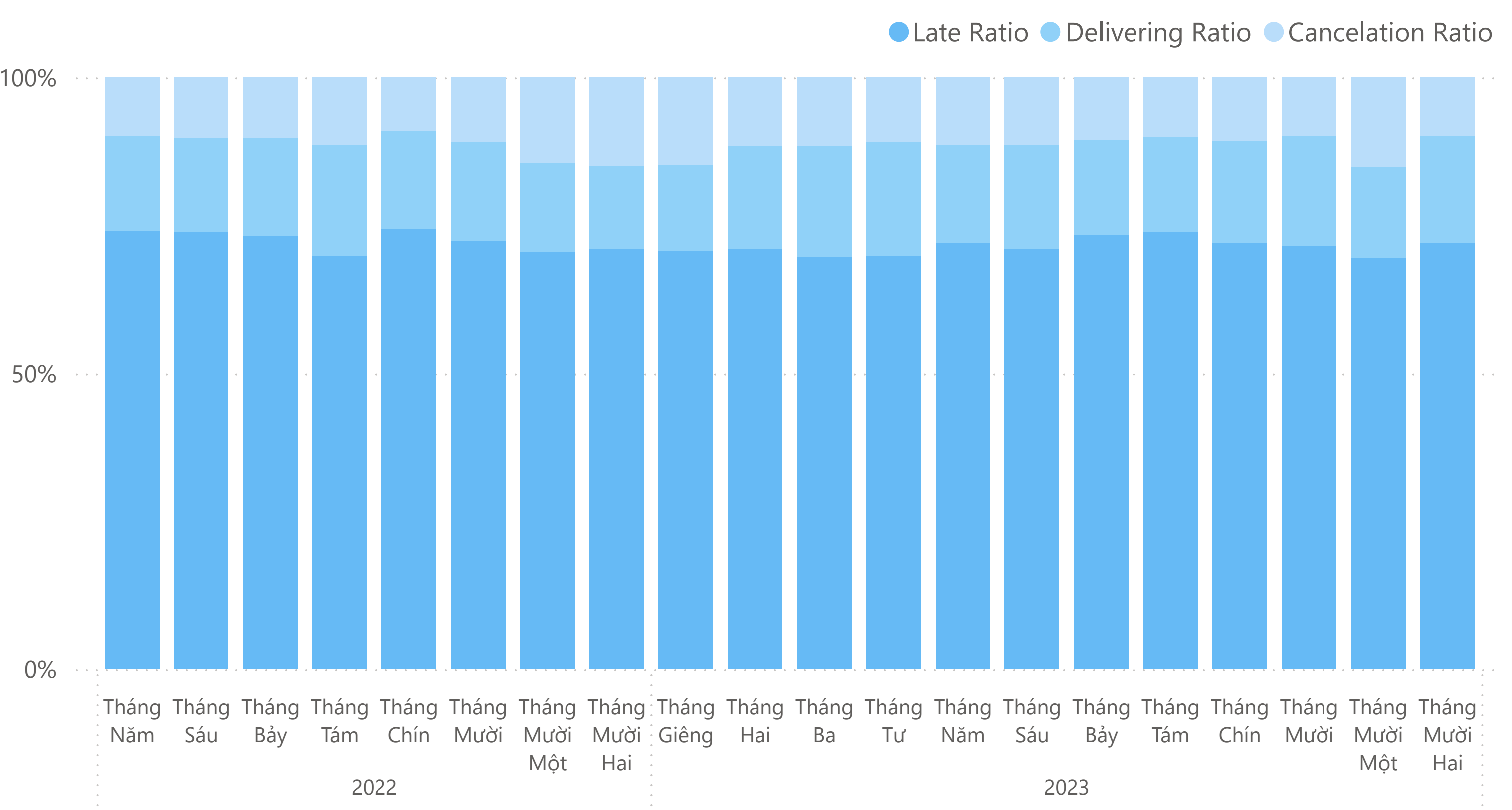
AVERAGE TIME OF EACH STAGE IN HE DELIVERY PROCESS



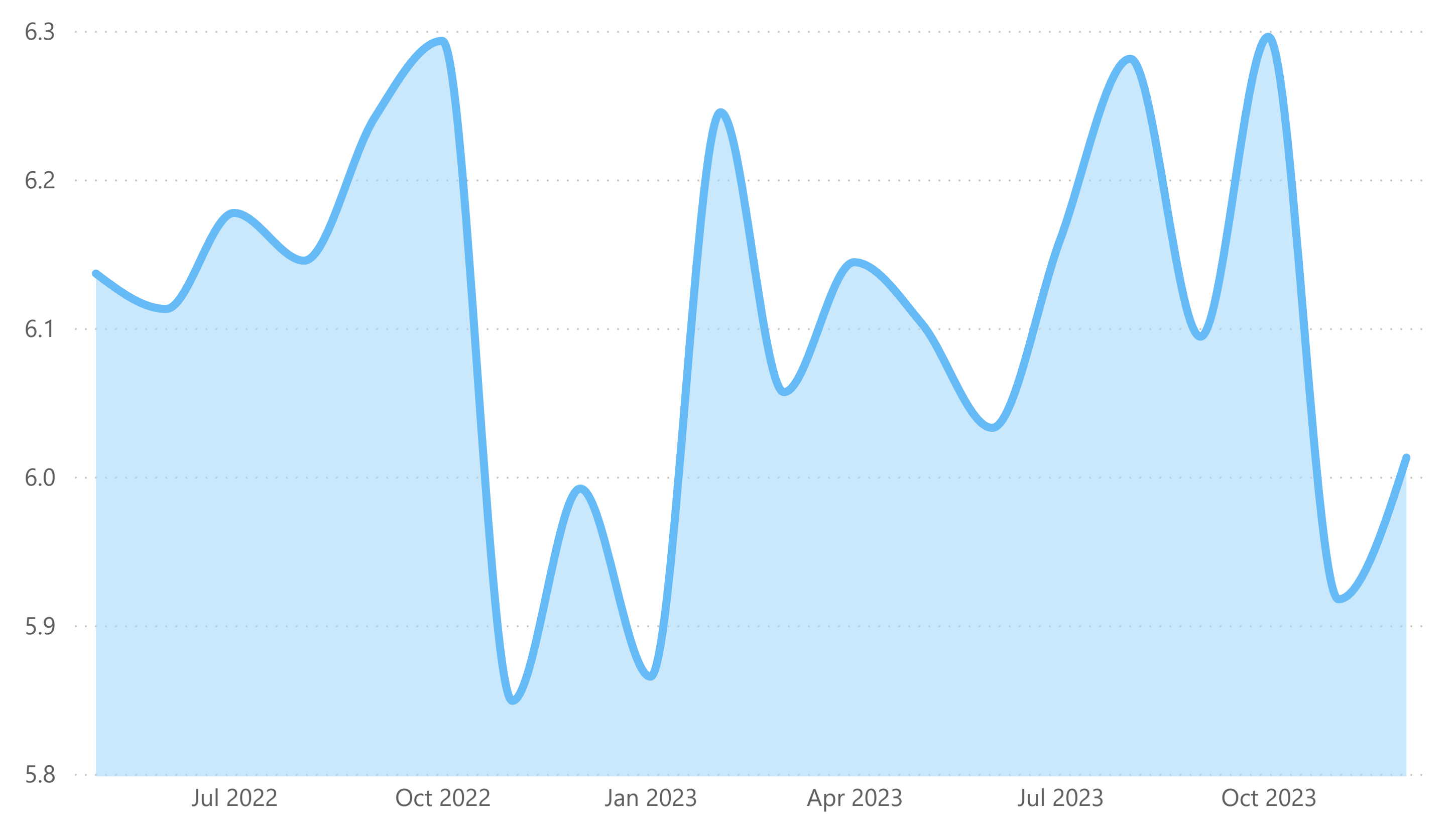
NUMBER OF ORDERS & ON-TIME DELIVERY TIME



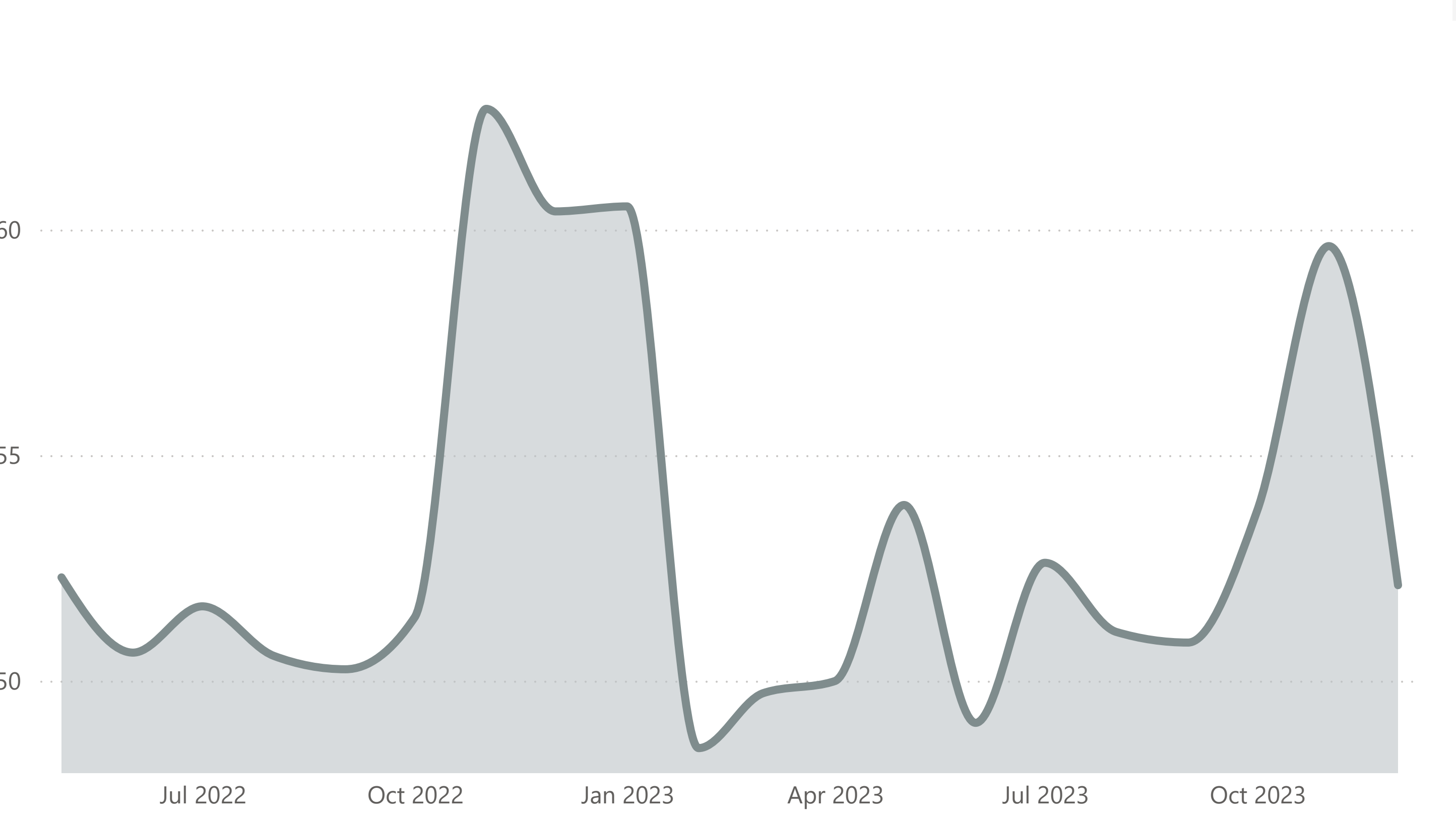
LATE - CANCELATION - DELIVERING RATIO



AVERAGE ORDER CONFIRMATION TIME



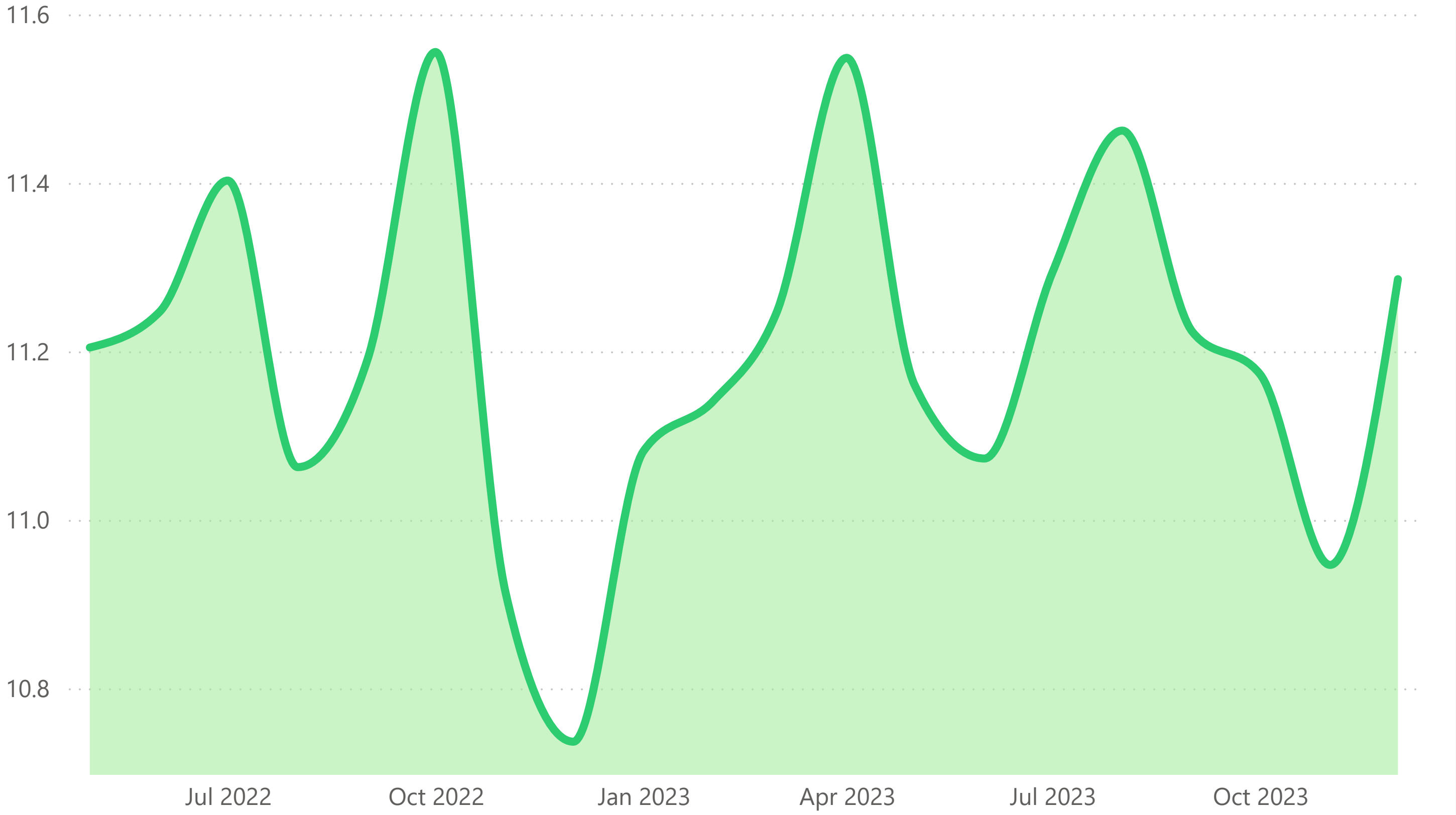
AVERAGE DELIVERY TIME OF SHIPPER



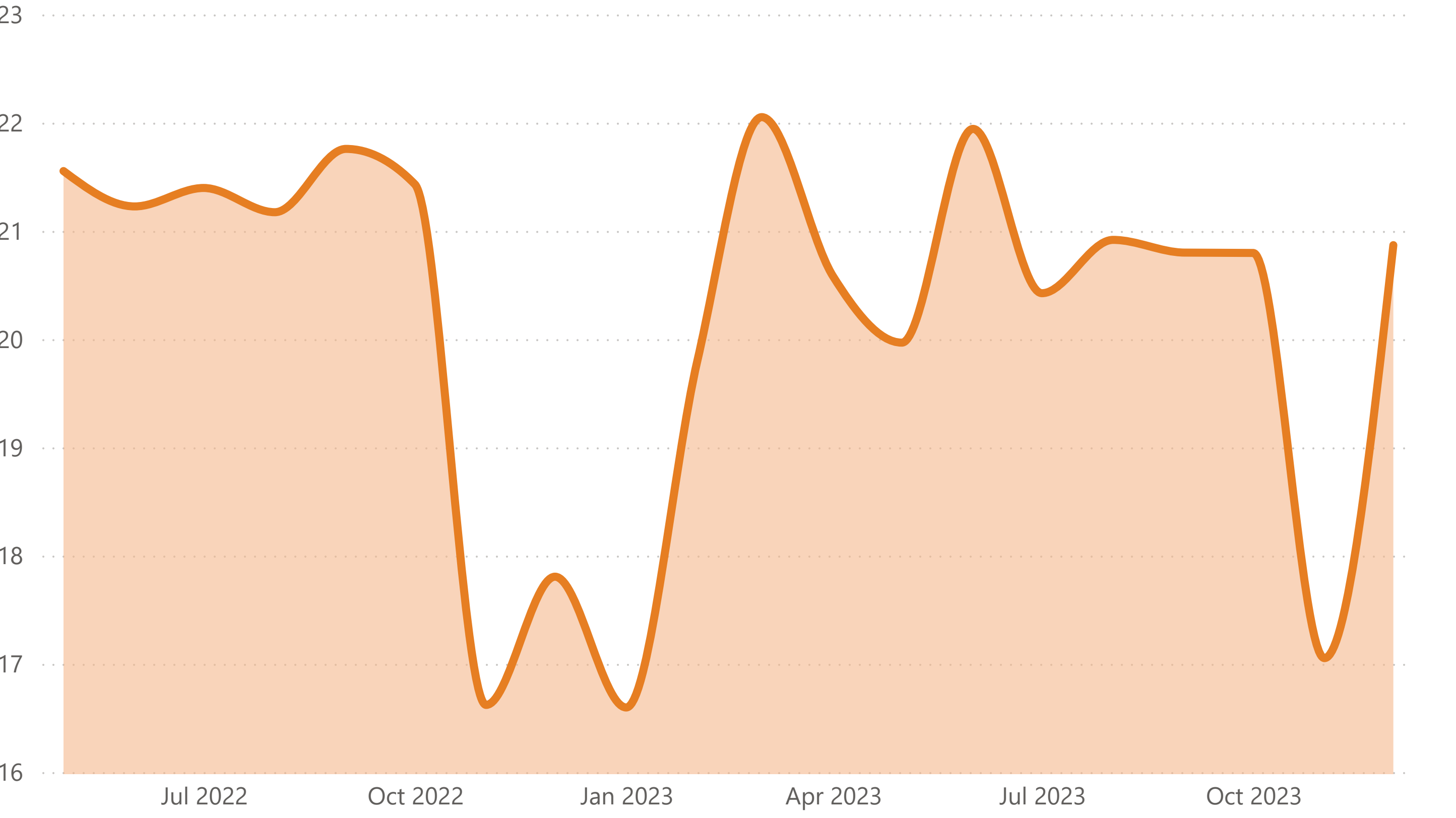
CATEGORY-WISE ORDER AND DELIVERY PERFORMANCE METRICS

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

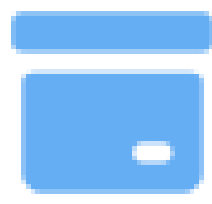
YEAR

2022

2023

REGION

All



NO. ORDERS
49,996



NO. REVIEWS
18,022



REVIEWS RATIO
36%



RATING SCORE
5.1

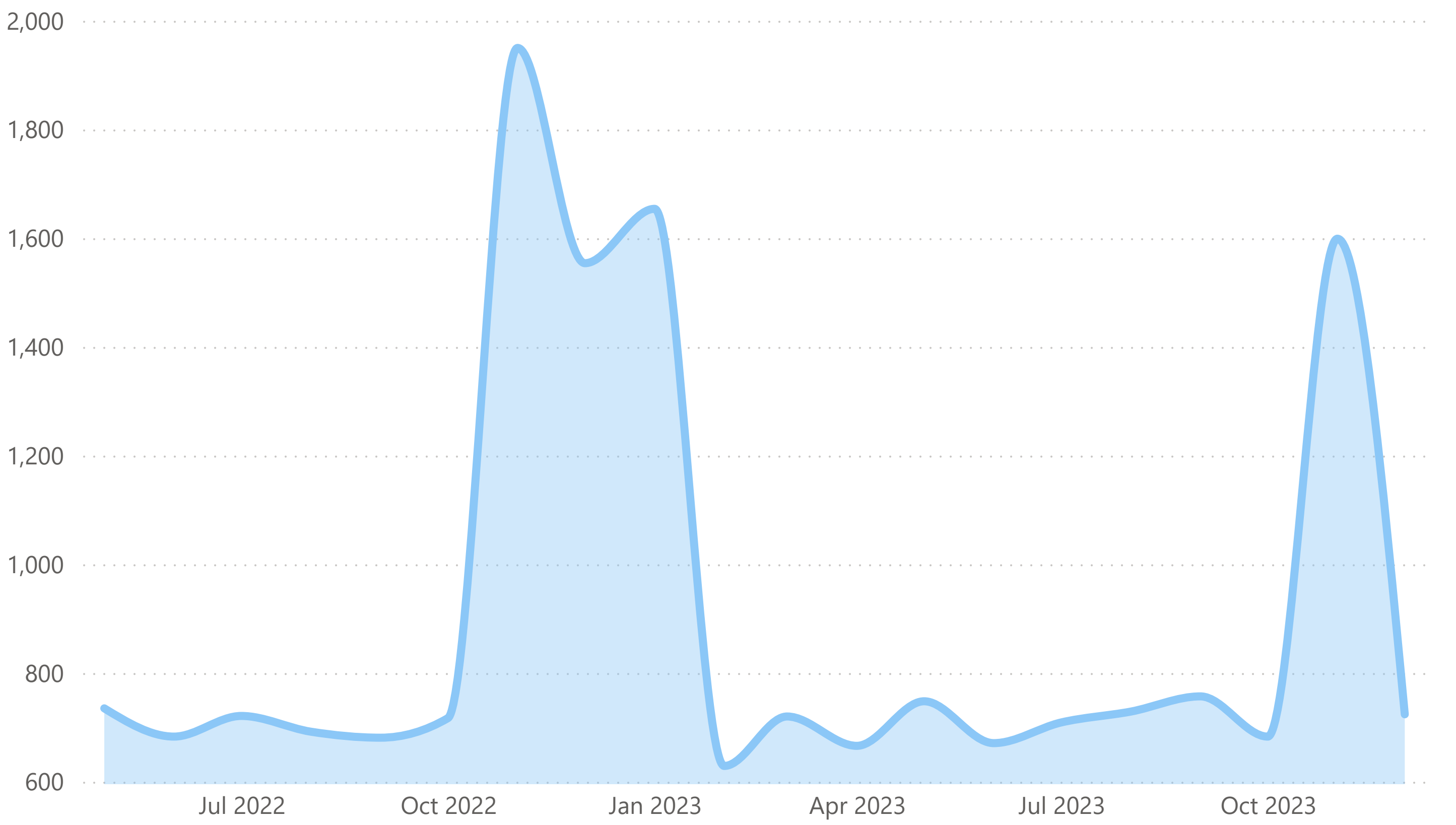


NEGATIVE RATIO
58%

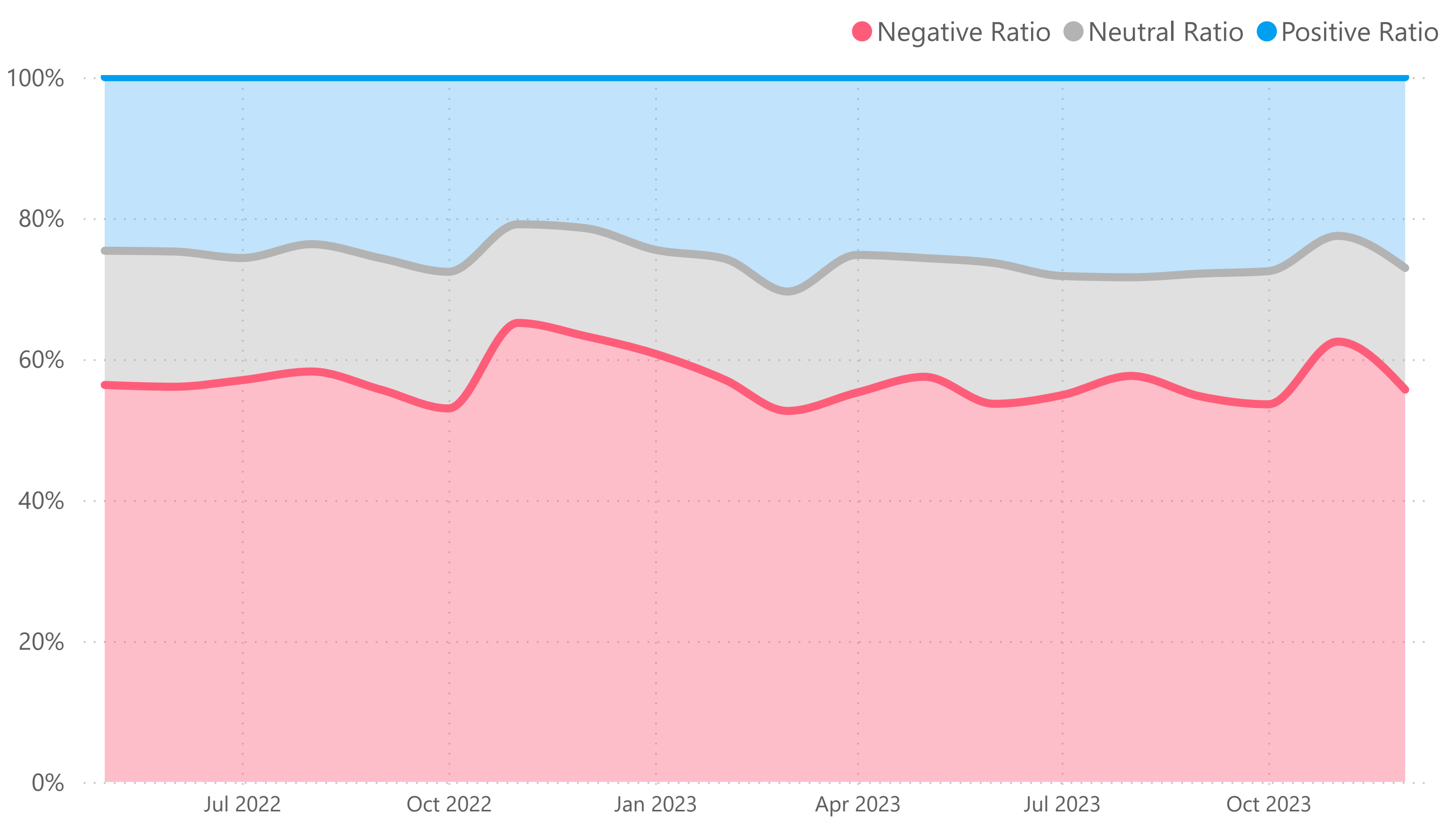


POSITIVE RATIO
25%

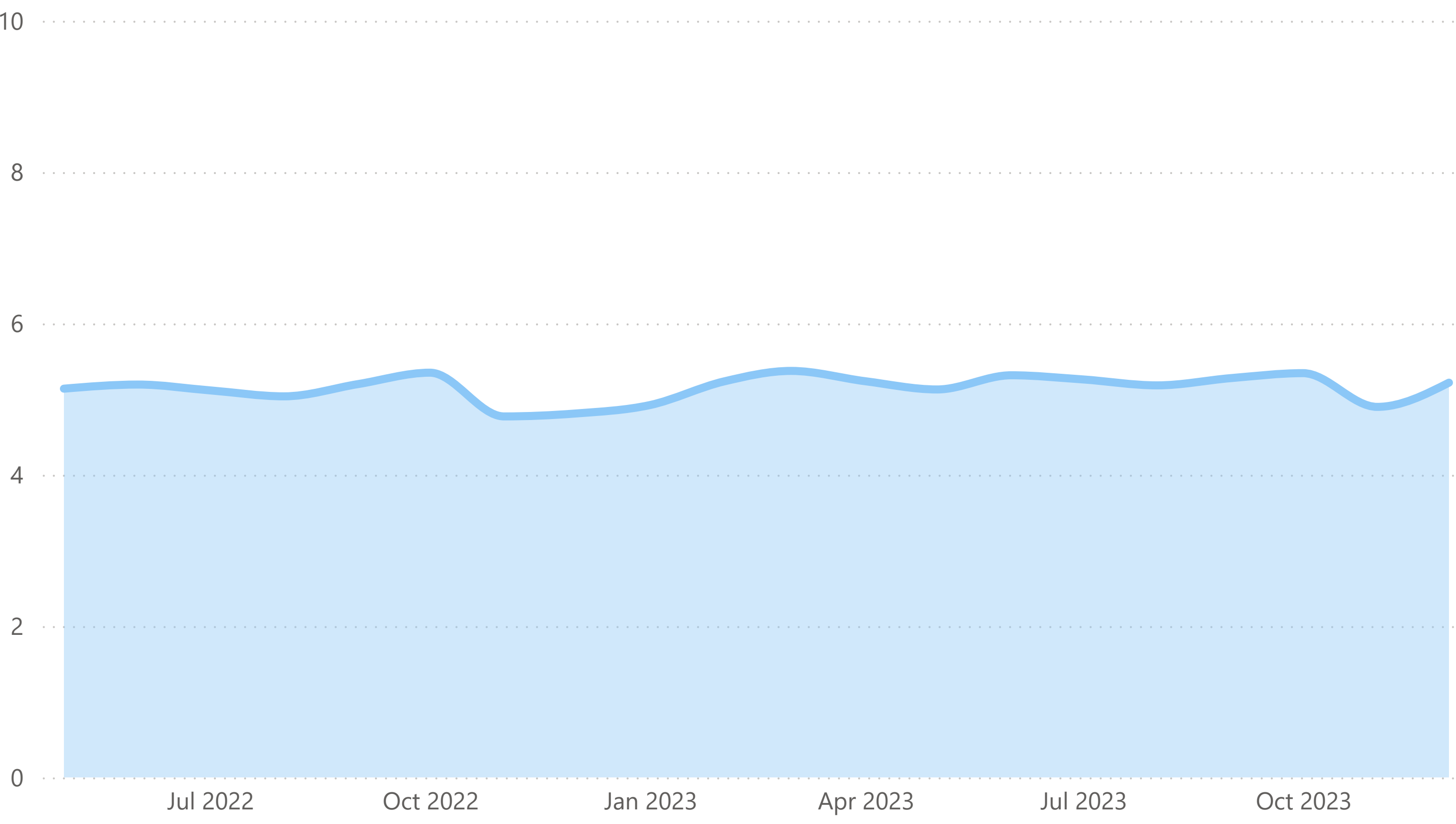
TIME-BASED REVIEW TRENDS FOR ORDERS



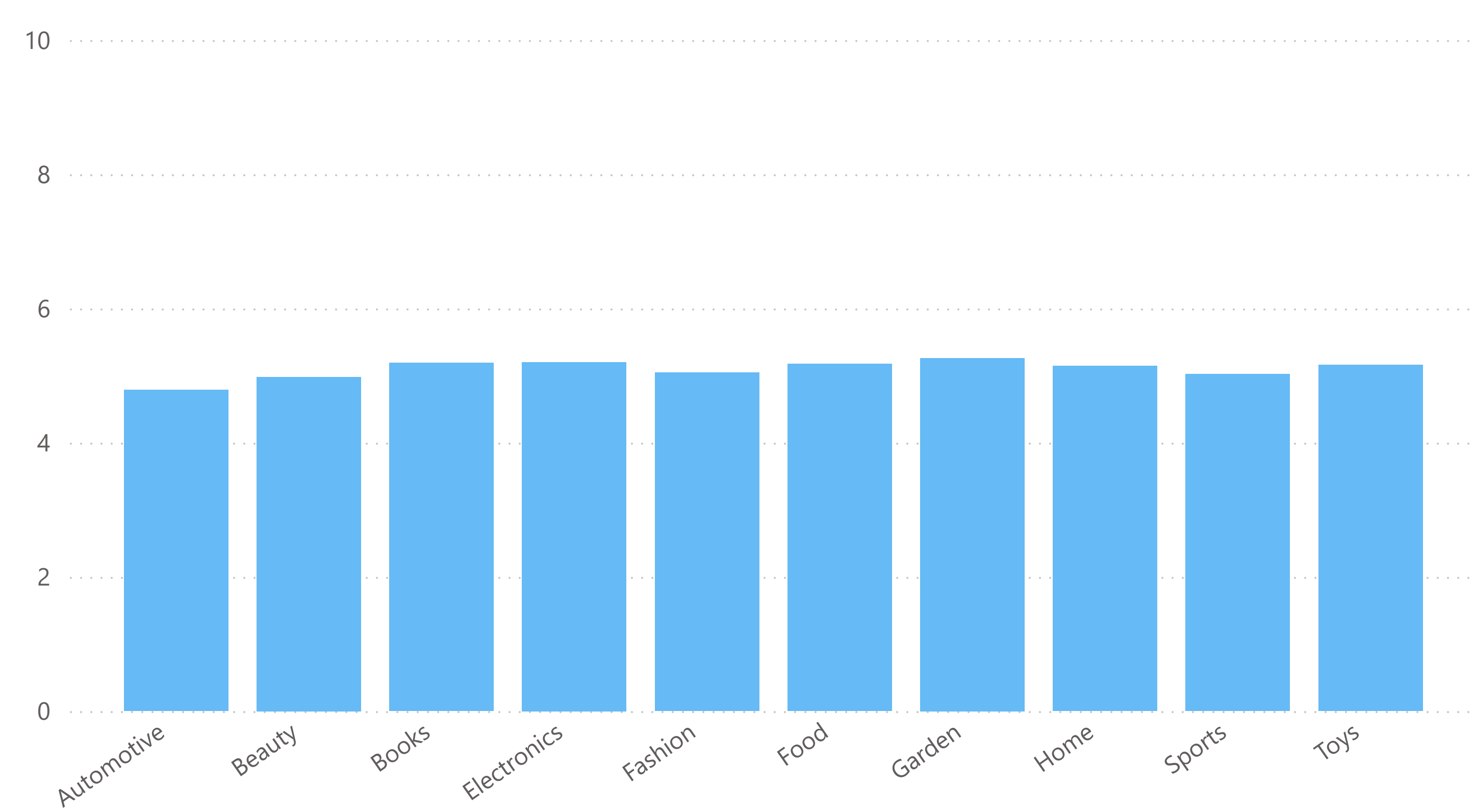
SENTIMENT FEEDBACK RATIO OVERTIME



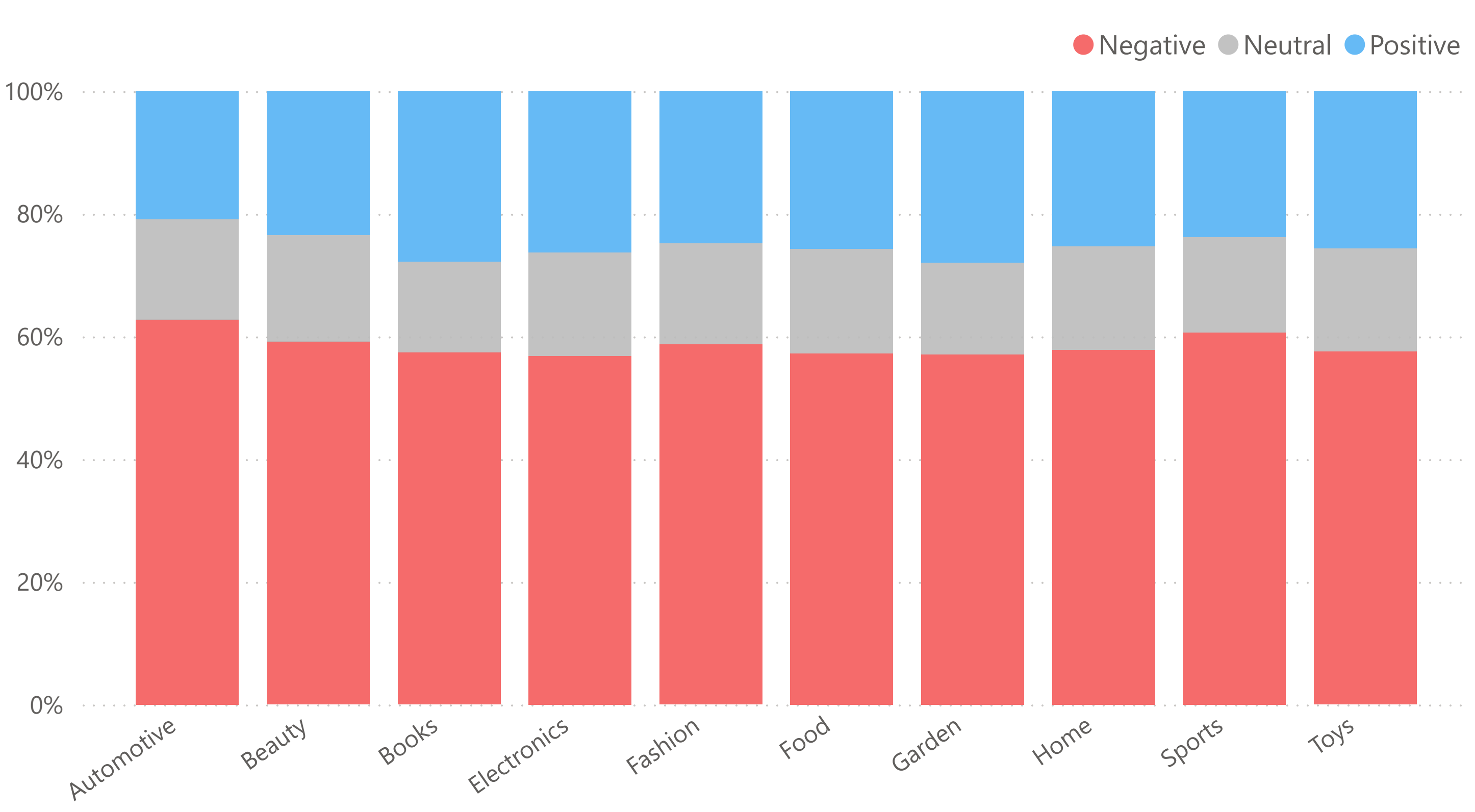
RATING SCORE OVERTIME



PRODUCT PERFORMANCE SCORE



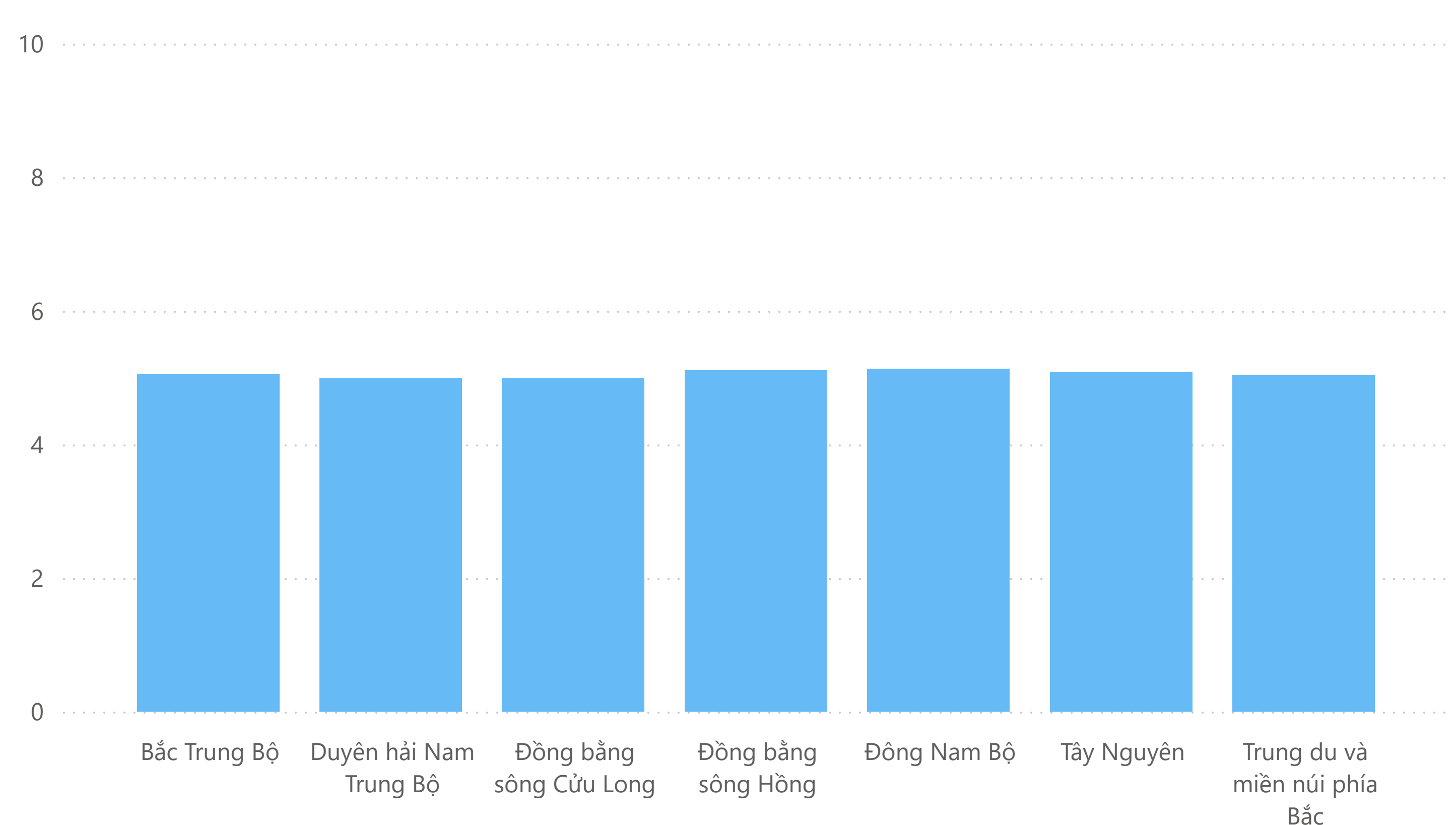
SENTIMENT FEEDBACK RATIO BY PRODUCT



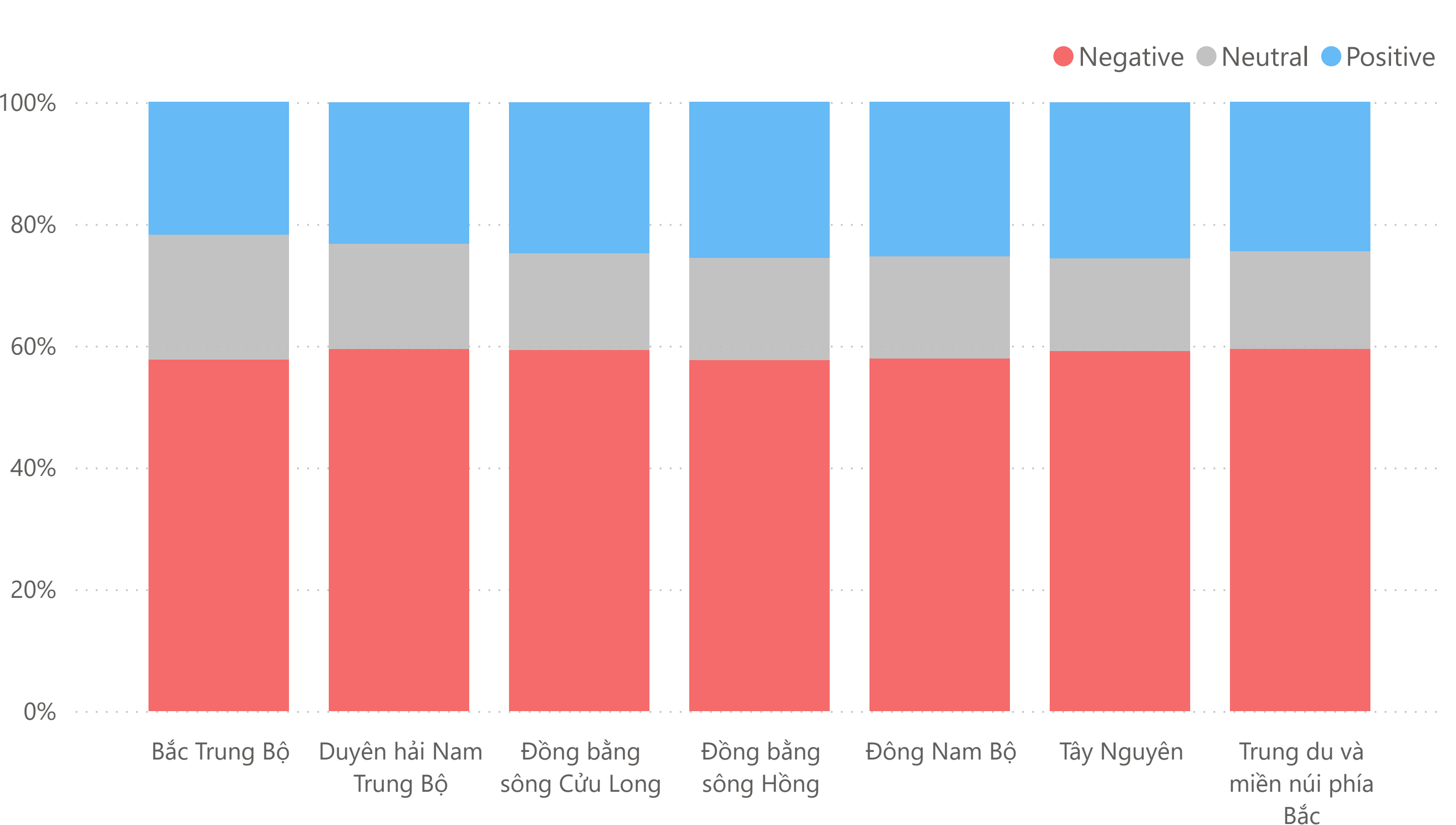
PRODUCT PERFORMANCE METRICS

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%





YEAR

2022

2023

REGION

All



46.20

Delivery Time Variability Late

