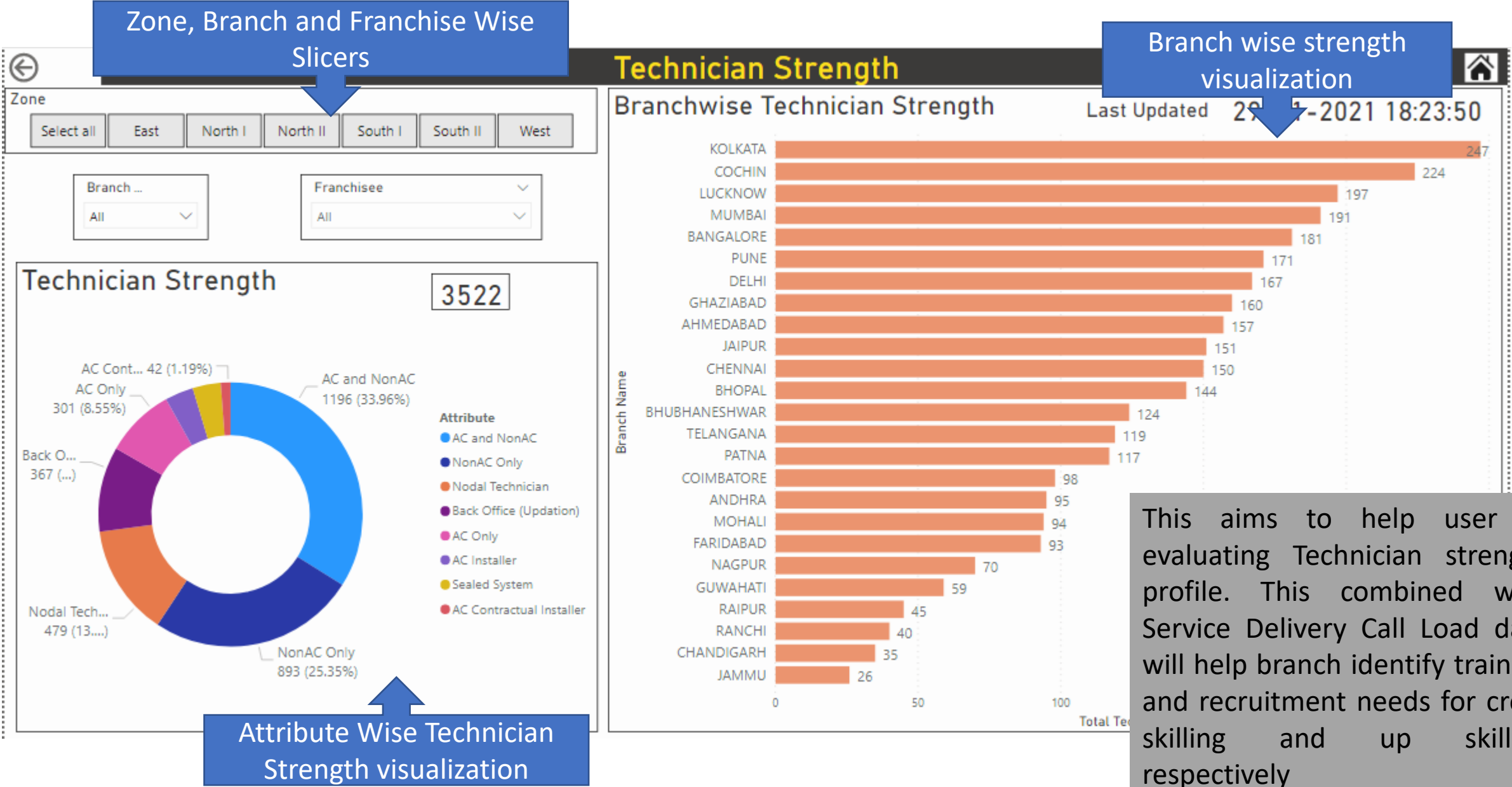


Service Training and Quality Parameters mapped on Dashboard

1. Technician Strength
2. Experience Profile
3. Star Rating
4. Training Mandays
5. CSAT Survey Reports
6. PRA
7. FTF
8. Spare Replaced
9. Monthly Repeat
10. Annual Repeat

1. Technician Strength



2. Technician Experience Profile

Technician Experience

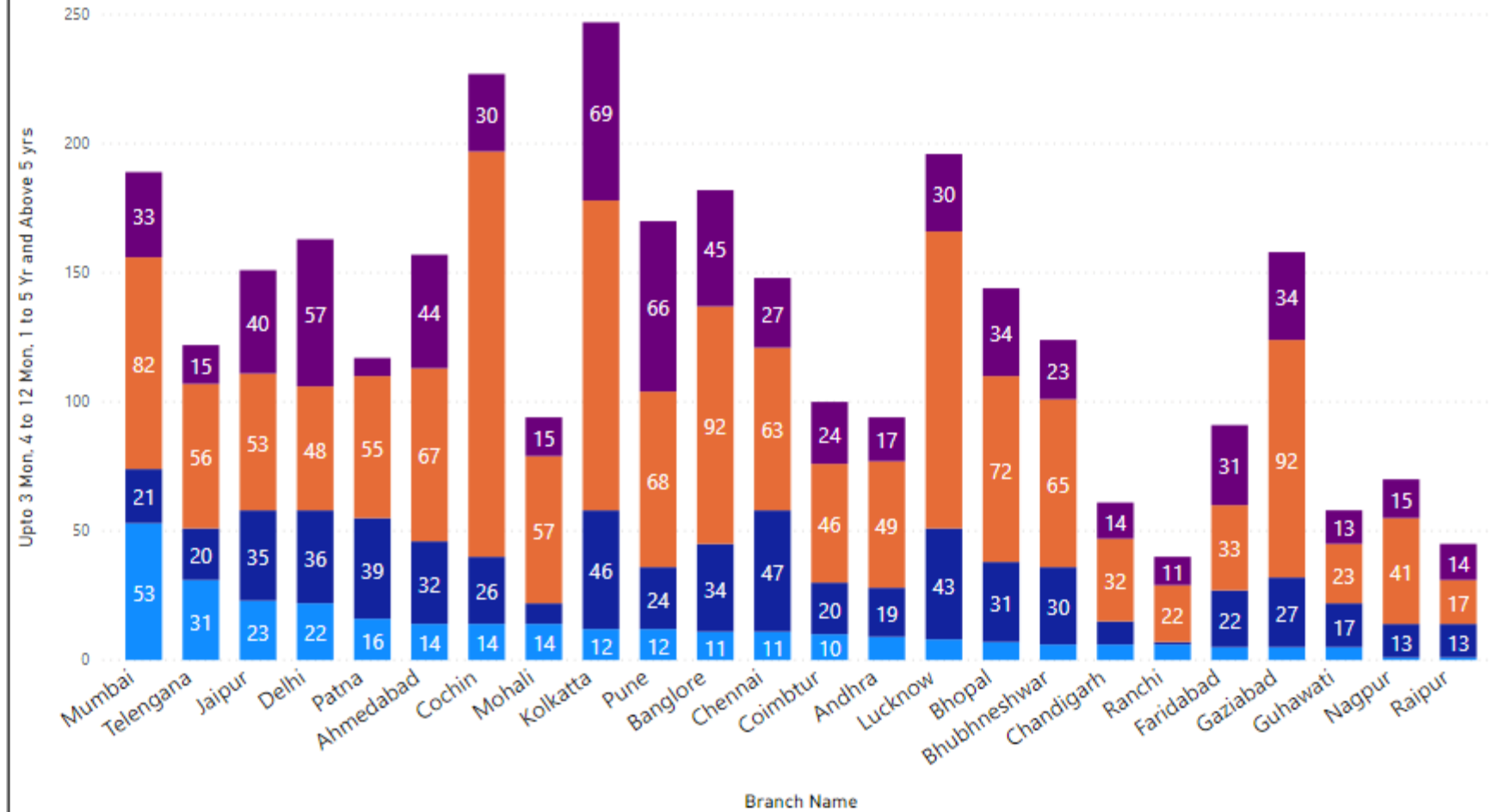


Branch Name	Upto 3 Mon	4 to 12 Mon	1 to 5 Yr	Above 5 yrs
Ahmedabad	14	32	67	44
Andhra	9	19	49	17
Banglore	11	34	92	45
Bhopal	7	31	72	34
Bhubhneshwar	6	30	65	23
Chandigarh	6	9	32	14
Chennai	11	47	63	27
Cochin	14	26	157	30
Coimbtur	10	20	46	24
Delhi	22	36	48	57
Faridabad	5	22	33	31
Gaziabad	5	27	92	34
Guhawati	5	17	23	13
Jaipur	23	35	53	40
Kolkatta	12	46	120	69
Lucknow	8	43	115	30
Mohali	14	8	57	15
Mumbai	53	21	82	33
Nagpur	1	13	41	15
Patna	16	39	55	7
Pune	12	24	68	66
Raipur	1	13	17	14
Ranchi	6	1	22	11
Telangana	31	20	56	15
Total	302	613	1525	708

Technician Experience Profile

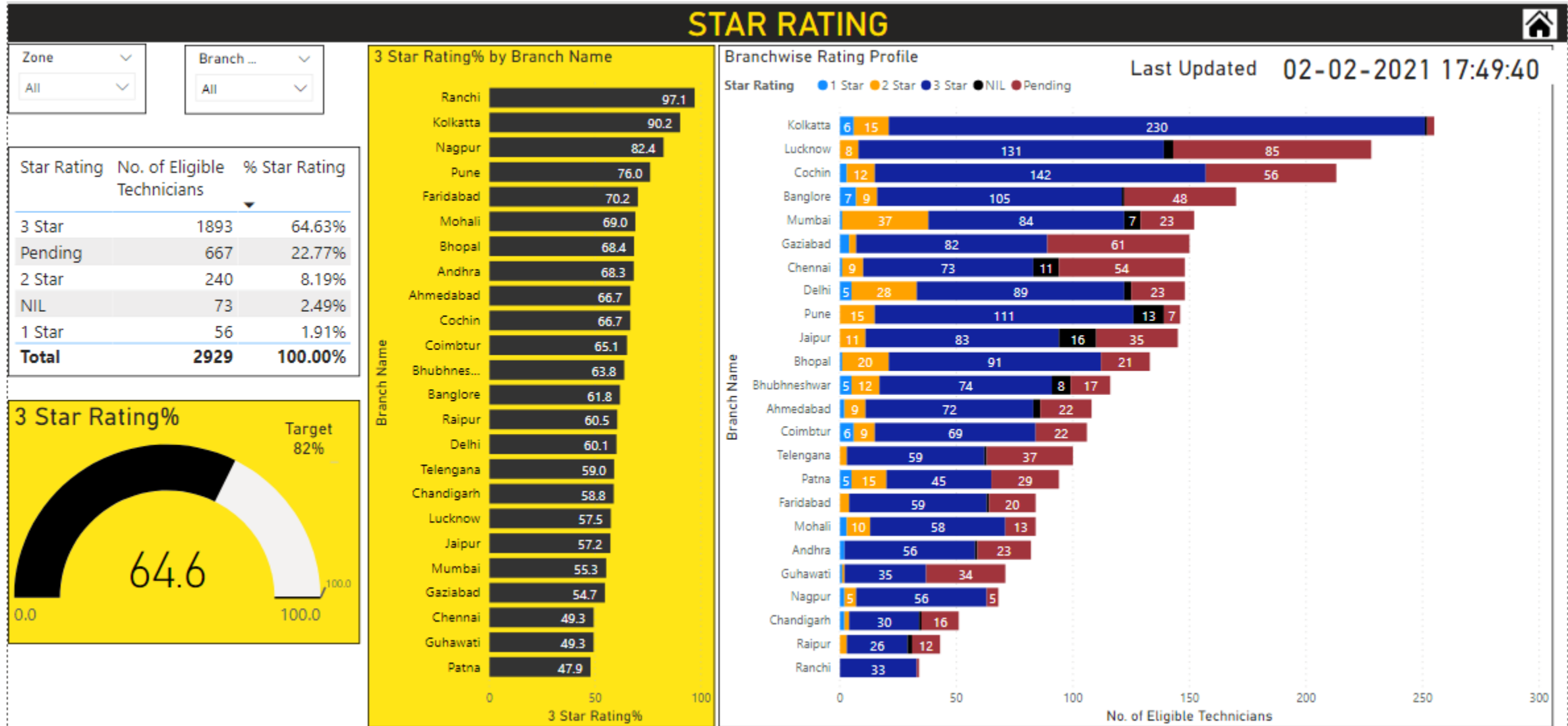
Last Updated 02-02-2021 17:49:40

Upto 3 Mon 4 to 12 Mon 1 to 5 Yr Above 5 yrs



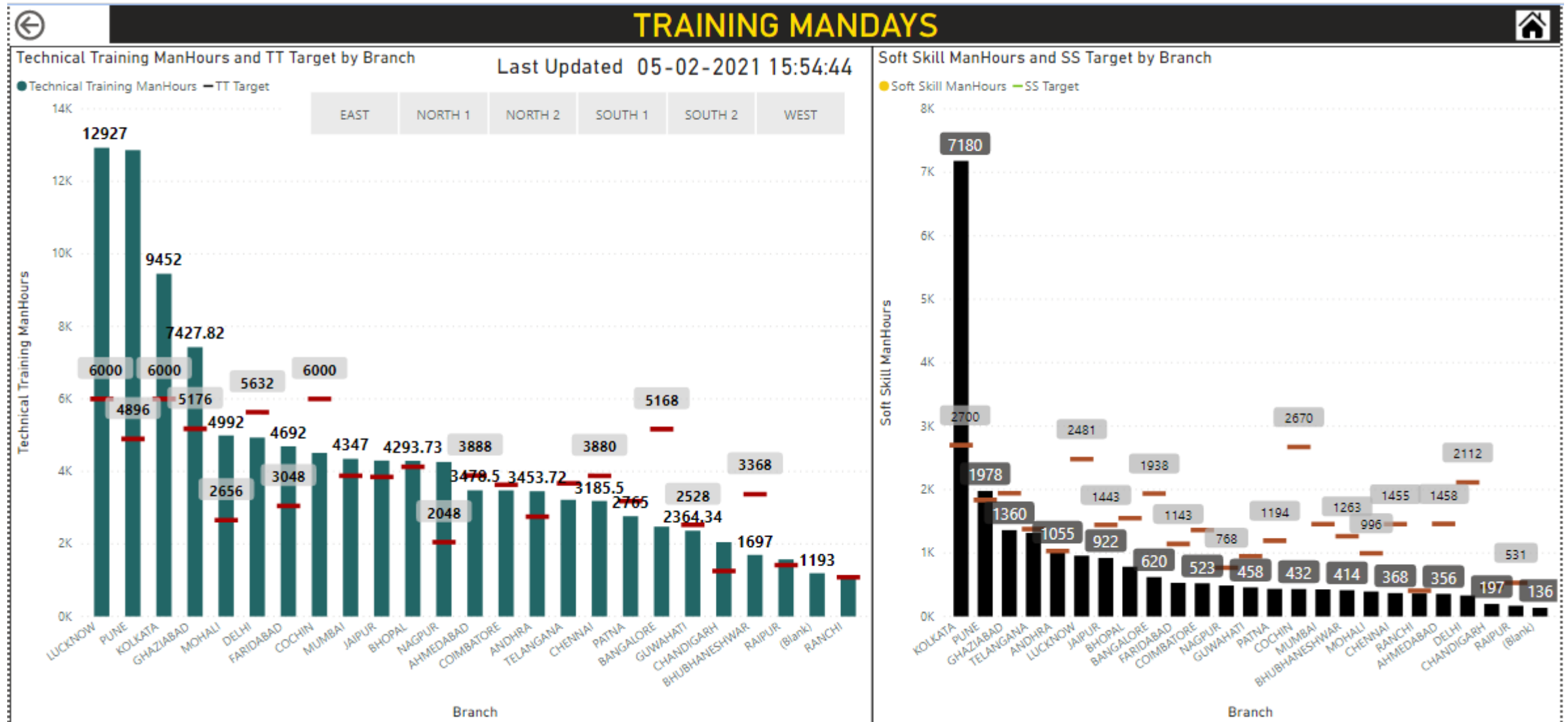
This aims to help branch in incentivization calculation and retention subsequently

3. Star Rating



This helps branch to know Star Rating status, Plan Tests and Training for achieving 3 Star Rating Targets

4. Mandays



This helps branch to know Training Status and achieve Mandays Targets

5. CSAT Survey Report

CSAT SURVEY REPORT

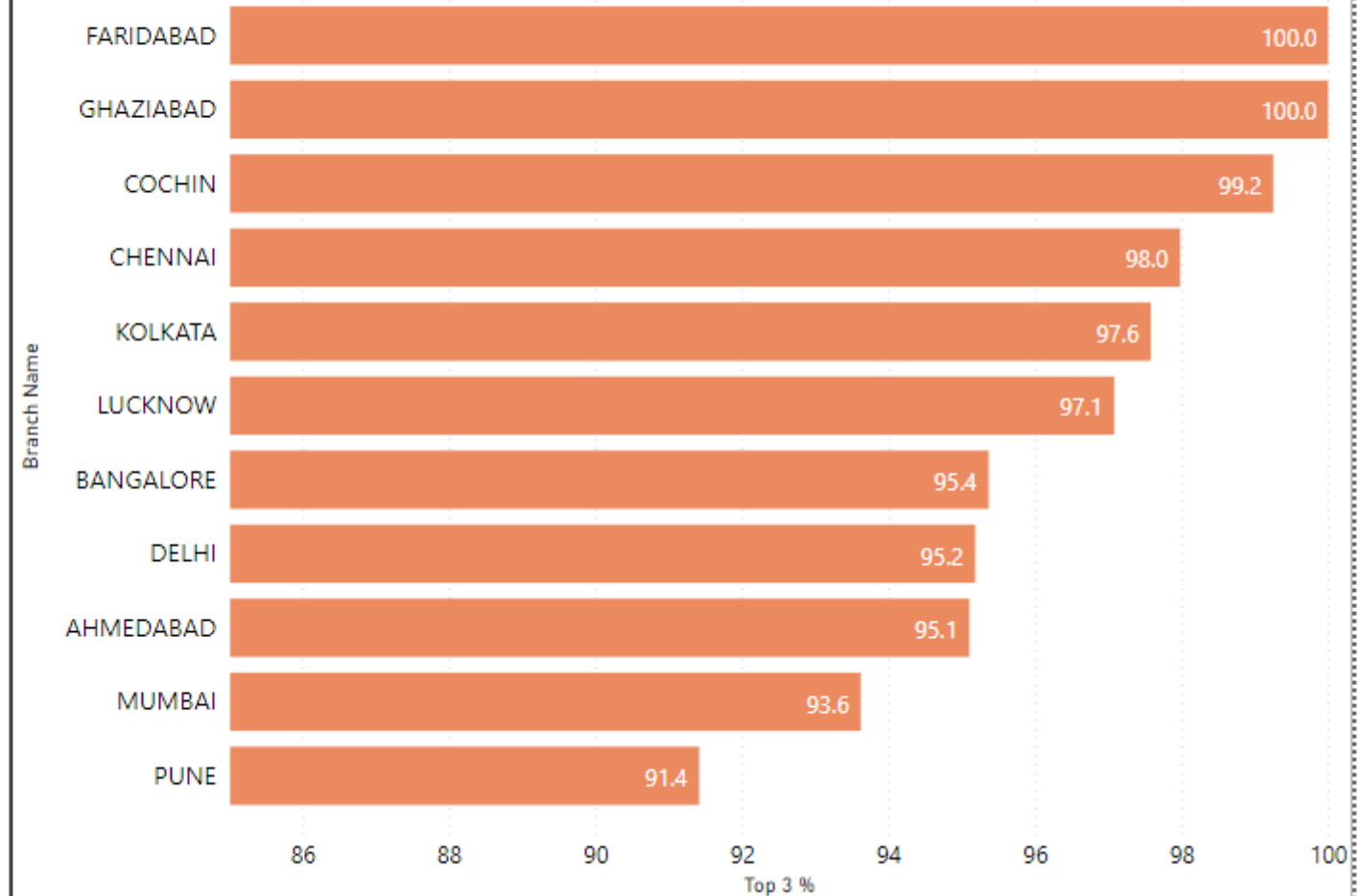


CSAT Report

Q No	Question Desc	Top 3 %	5 %	4 %	3 %	2 %	1 %
1	How would you rate the overall experience with the after sales service?	95.70	66.54	19.73	9.44	1.97	2.33
2	How would you rate the overall experience with the technician visited you from Godrej Smartcare for servicing / repair of your appliance?	95.78	69.03	18.28	8.47	2.02	2.21
3	Did the technician visit you at the committed time / appointed time?	94.20	69.76	15.78	8.66	2.96	2.84
4	How would you rate the soft skills of the Technician / Service Engineer of the Godrej Smartcare who came for servicing / repair of your appliance?	97.07	75.74	15.65	5.68	1.24	1.69
5	How would you rate the Knowledge / Technical competency of the Technician / Service Engineer of the Godrej Smartcare who came for servicing / repair of your appliance?	96.73	72.69	17.15	6.89	1.40	1.87

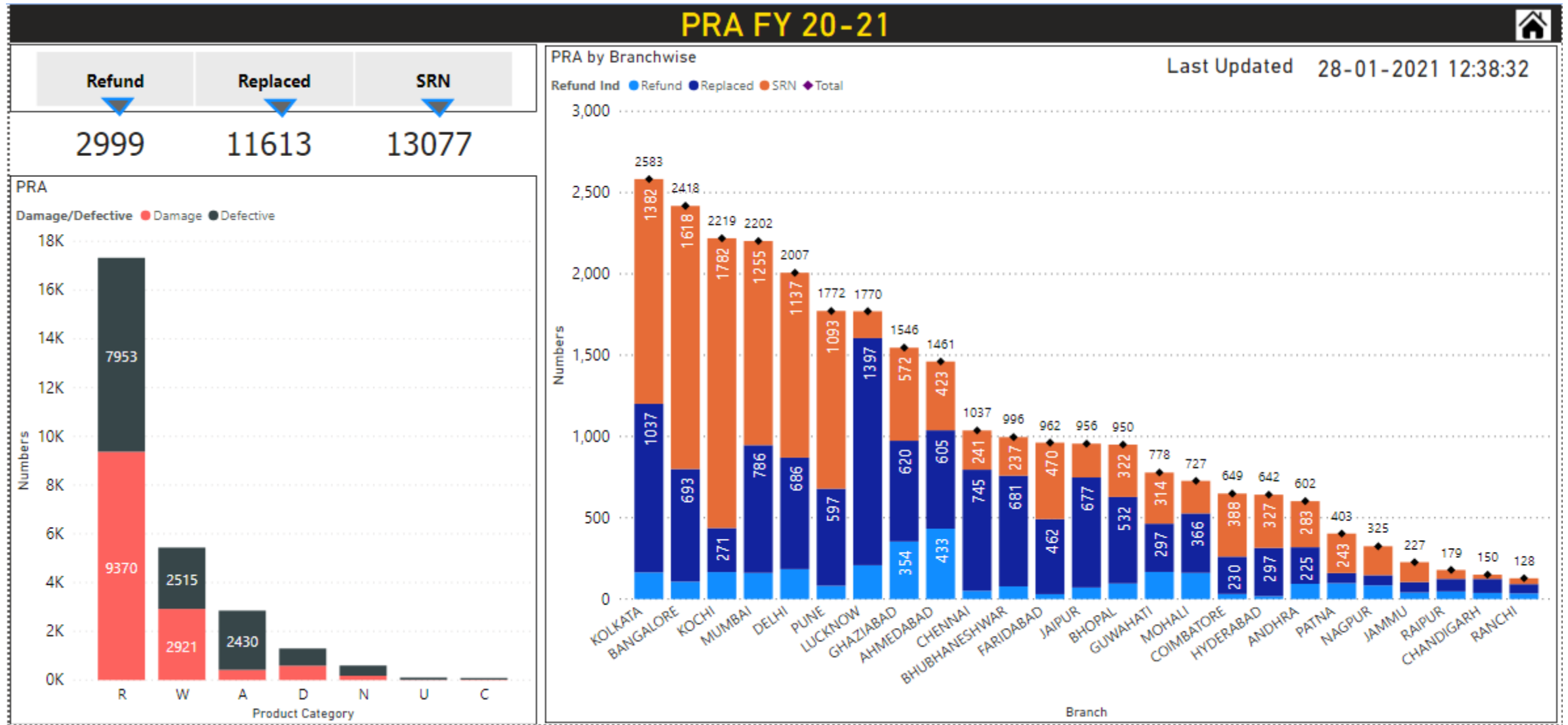
CSAT Report Branchwise Top 3 %

Last Updated 10-06-2020 15:07:12



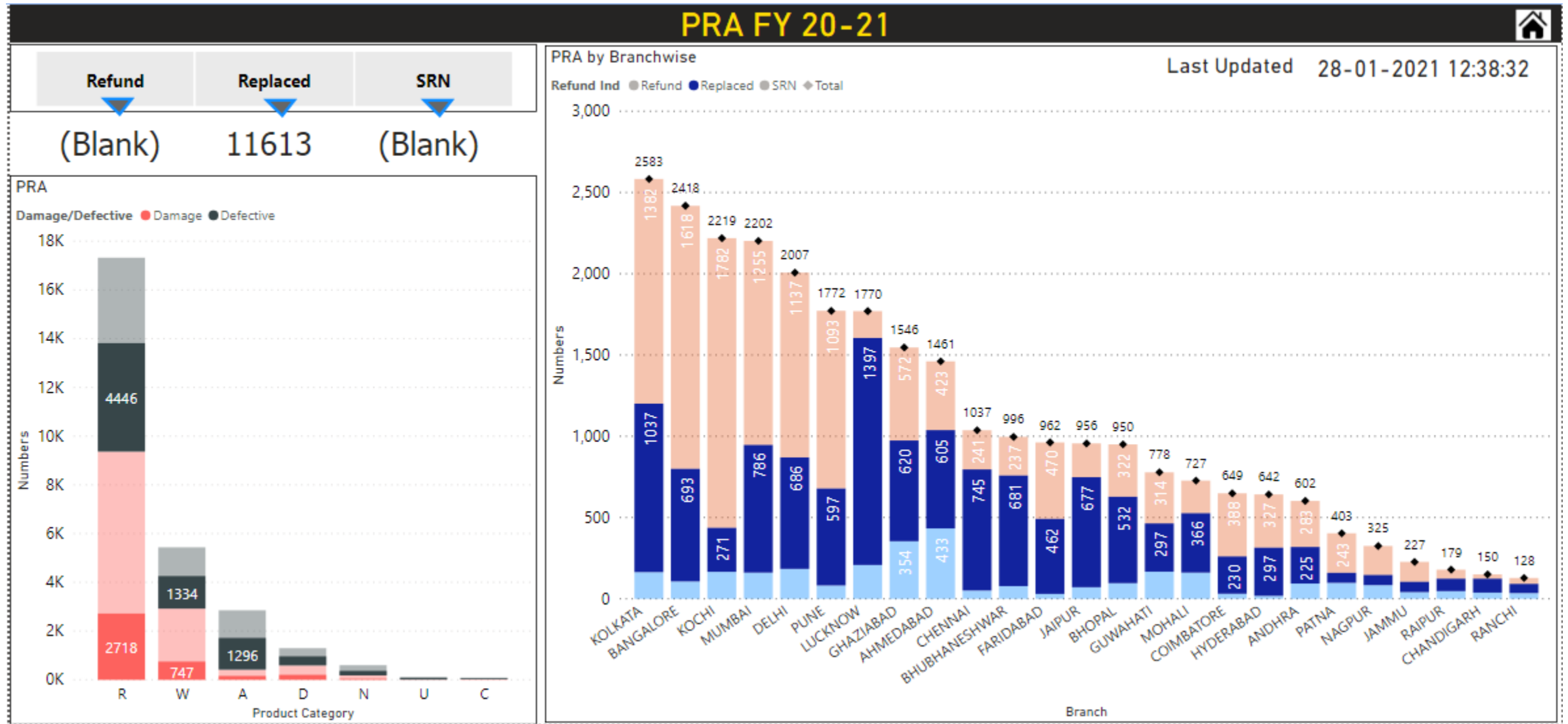
This helps branch to know CSAT Status and achieve CSAT Targets

6.1 PRA Status

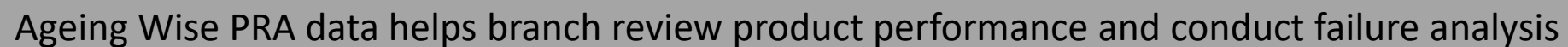


Branch can easily monitor PRA limit consumed, Proportion of Damage vs Defective and Refund Indication

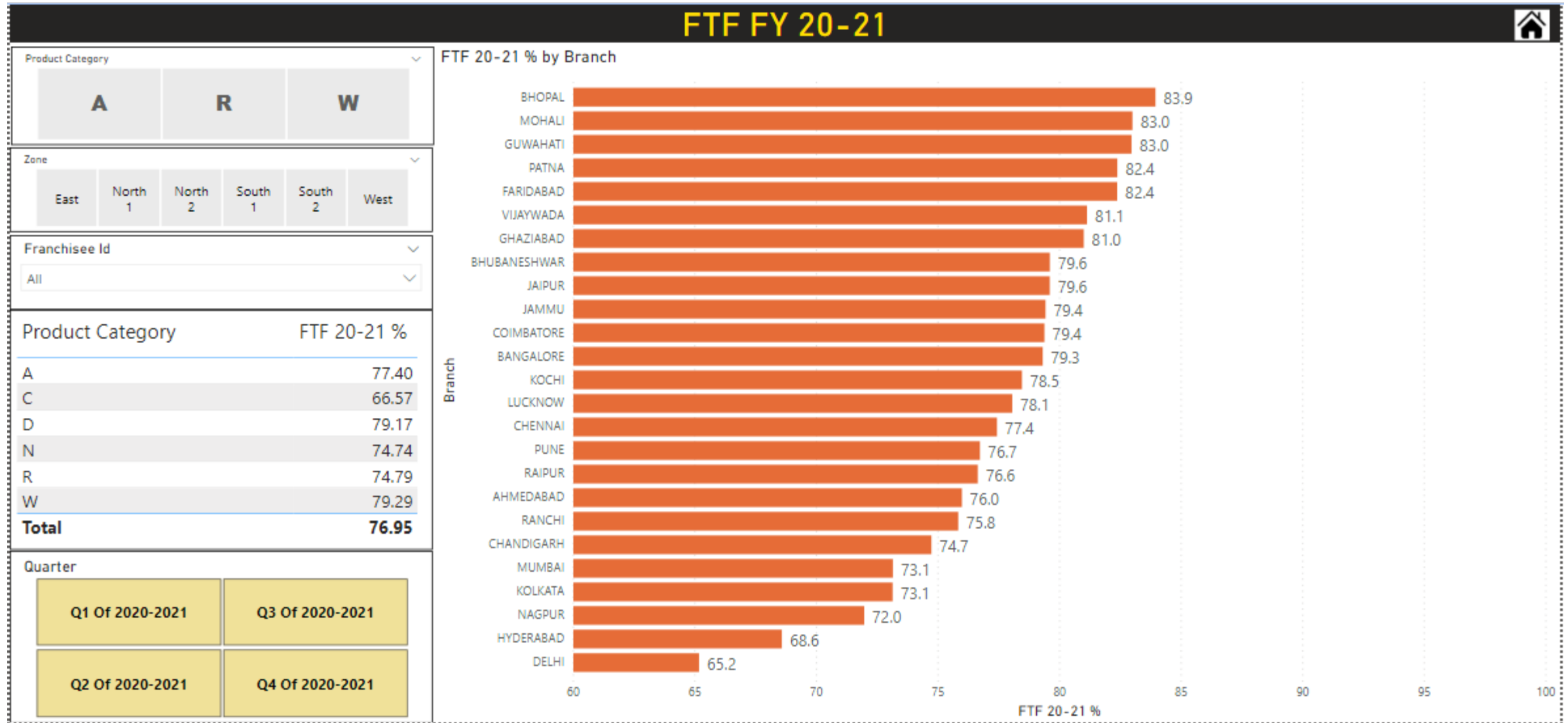
6.1.1 PRA Status



With Cross-linked Visualizations, branch can better analyse replacement data with insights of refund indication and damage vs defective as a sub-division



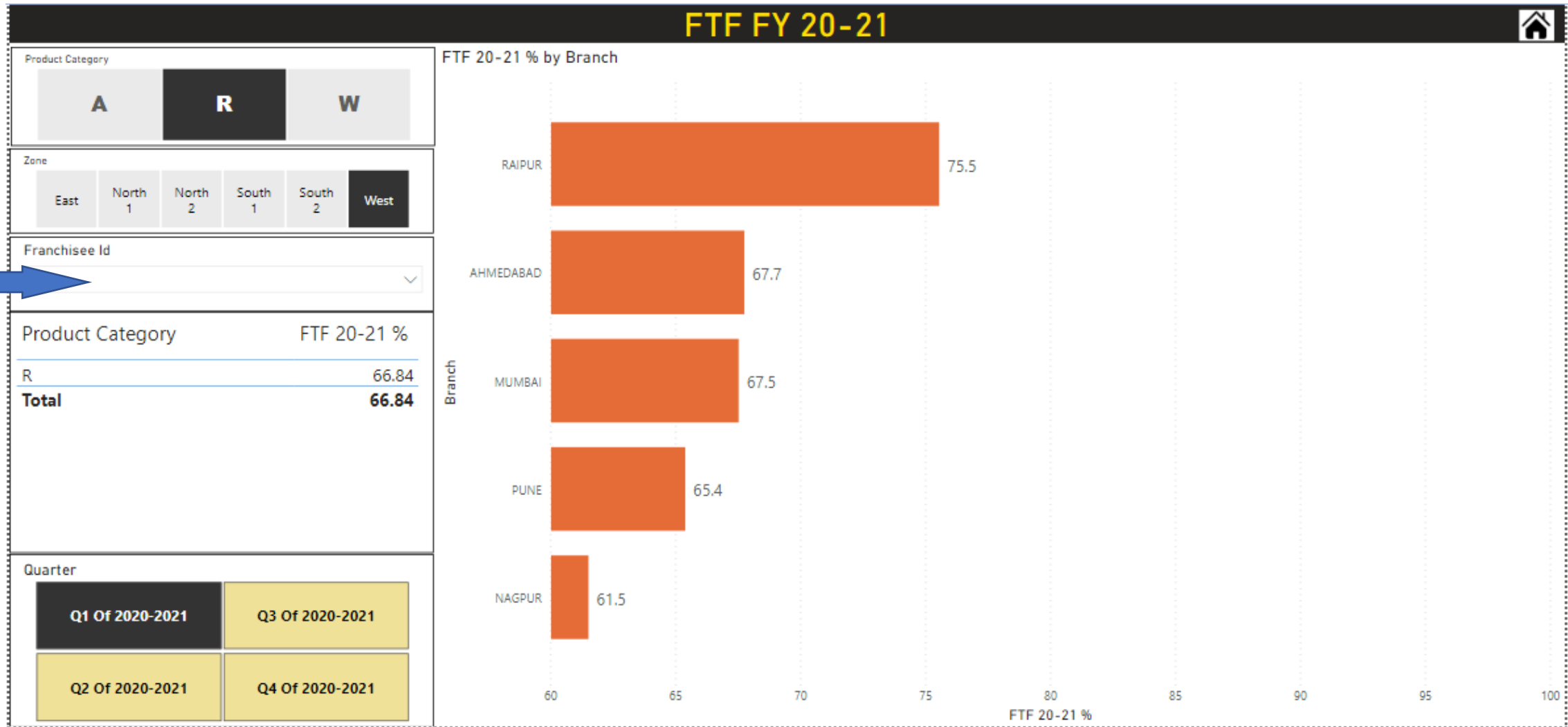
7. First Time Fix



First Time Fix data visualization is directly linked to OLAP database and can provide real time data on a single refresh.

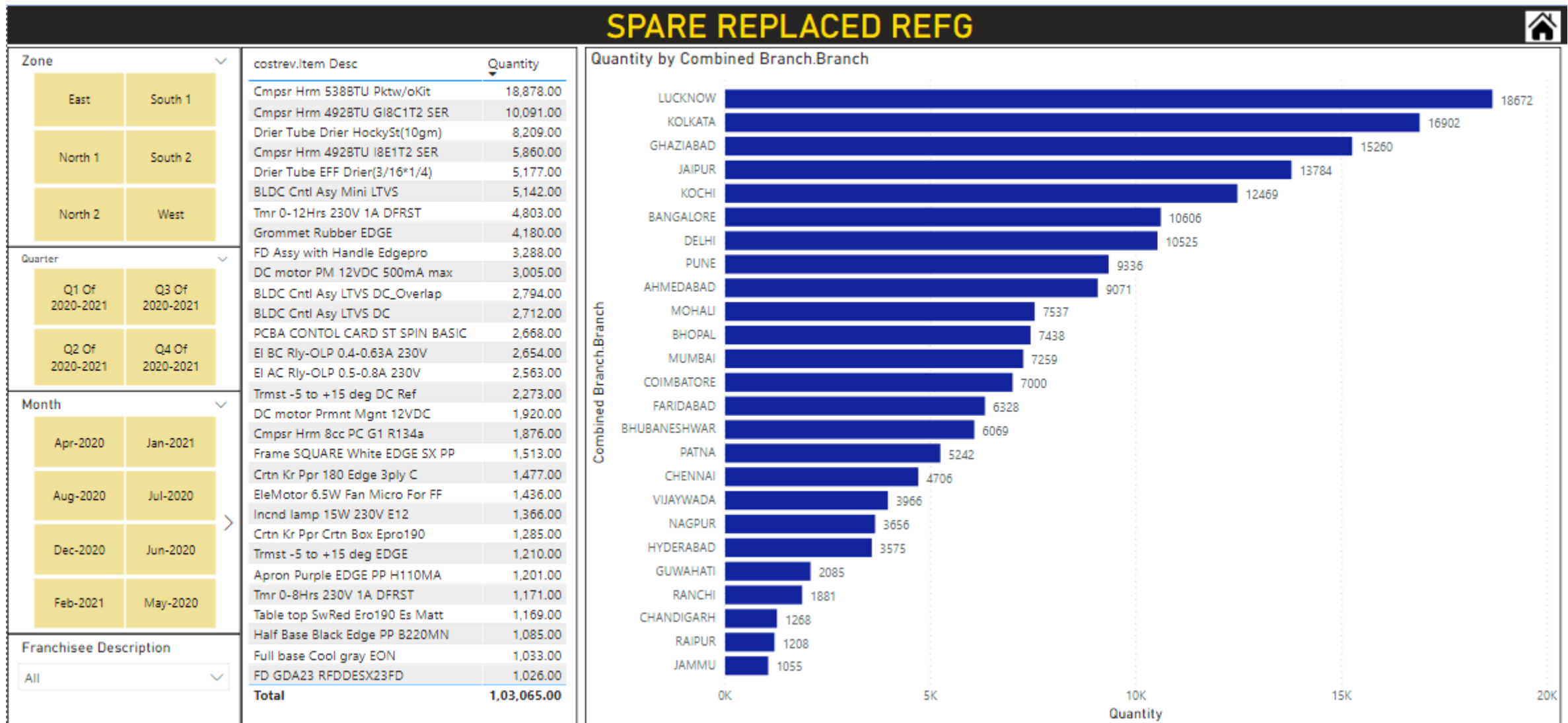
7.1 First Time Fix

Franchise
Wise Slider
can help
monitor a
particular
ASP
performance
as well



With Product category, Zonal and Quarter wise Slicers Zonal data can be easily analysed for a particular quarter or product category.

8. Spare Replaced



Spare Consumption data can be analysed Zone wise, Quarter Wise, Month Wise as well as for a particular ASP

11. Monthly Repeat

Month Wise and Branch
Wise Slicers

REPEAT REFG FY 20-21

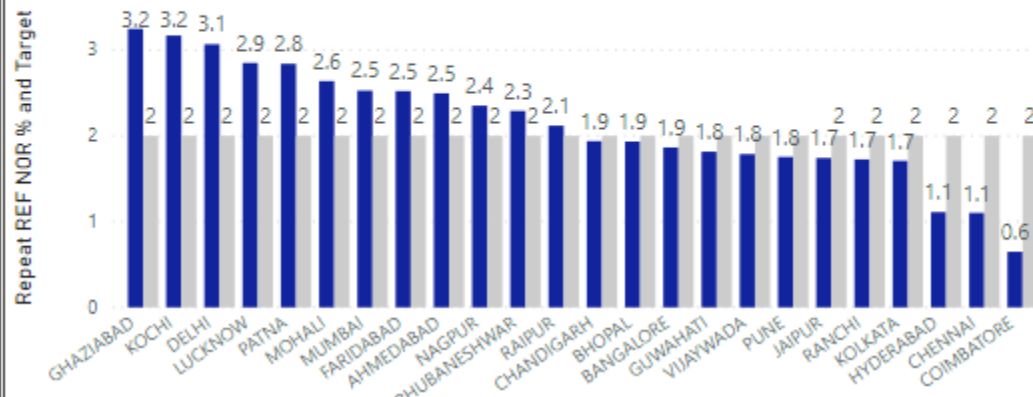


Month

- ☐ April
- ☐ January
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

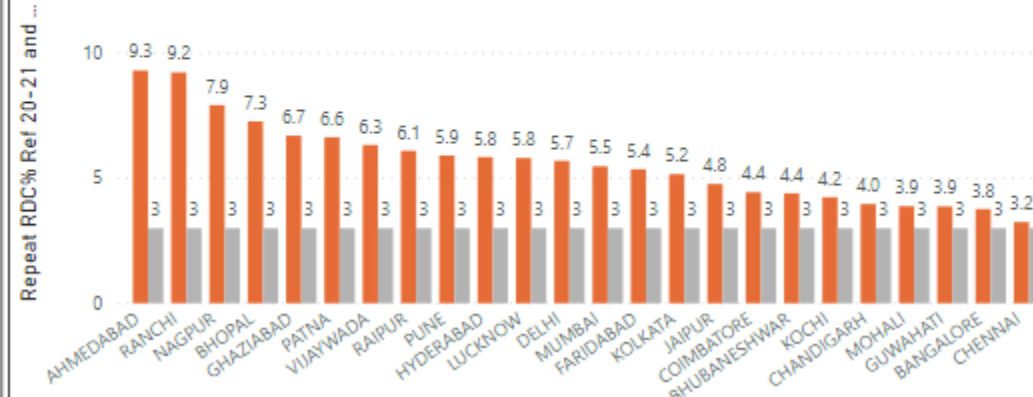
Repeat(general) % by Branch

● Repeat REF NOR % ● Target



Repeat(RDC) % by Branch

● Repeat RDC% Ref 20-21 ● Max of R RDC

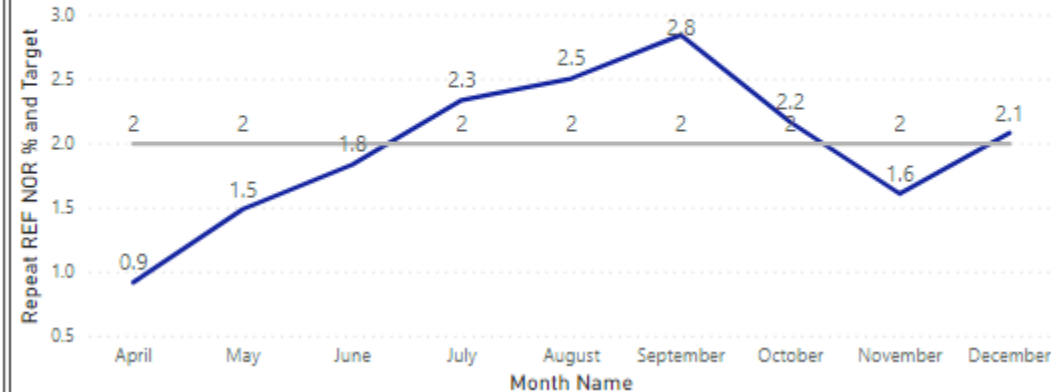


Branch

- ☐ AHMEDABAD
- ☐ BANGALORE
- ☐ BHOPAL
- ☐ BHUBANESHWAR
- ☐ CHANDIGARH
- ☐ CHENNAI
- ☐ COIMBATORE
- ☐ DELHI
- ☐ FARIDABAD
- ☐ GHAZIABAD
- ☐ GUWAHATI
- ☐ HYDERABAD
- ☐ JAIPUR

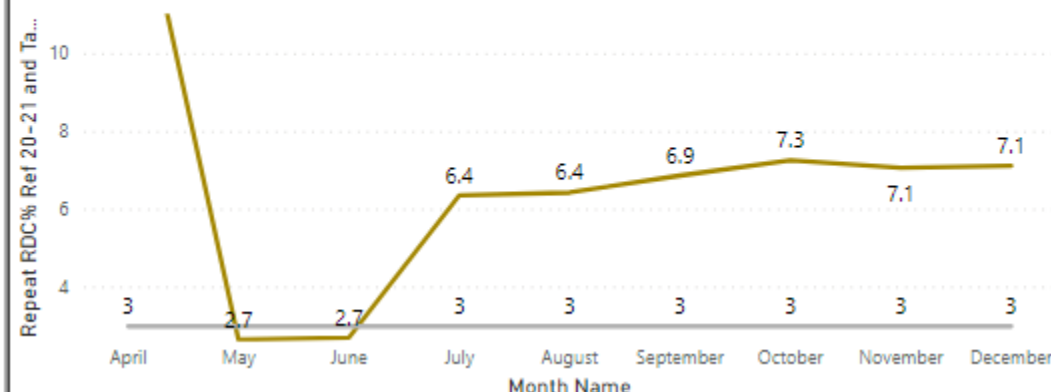
Repeat(general) % by Branch

● Repeat REF NOR % ● Target



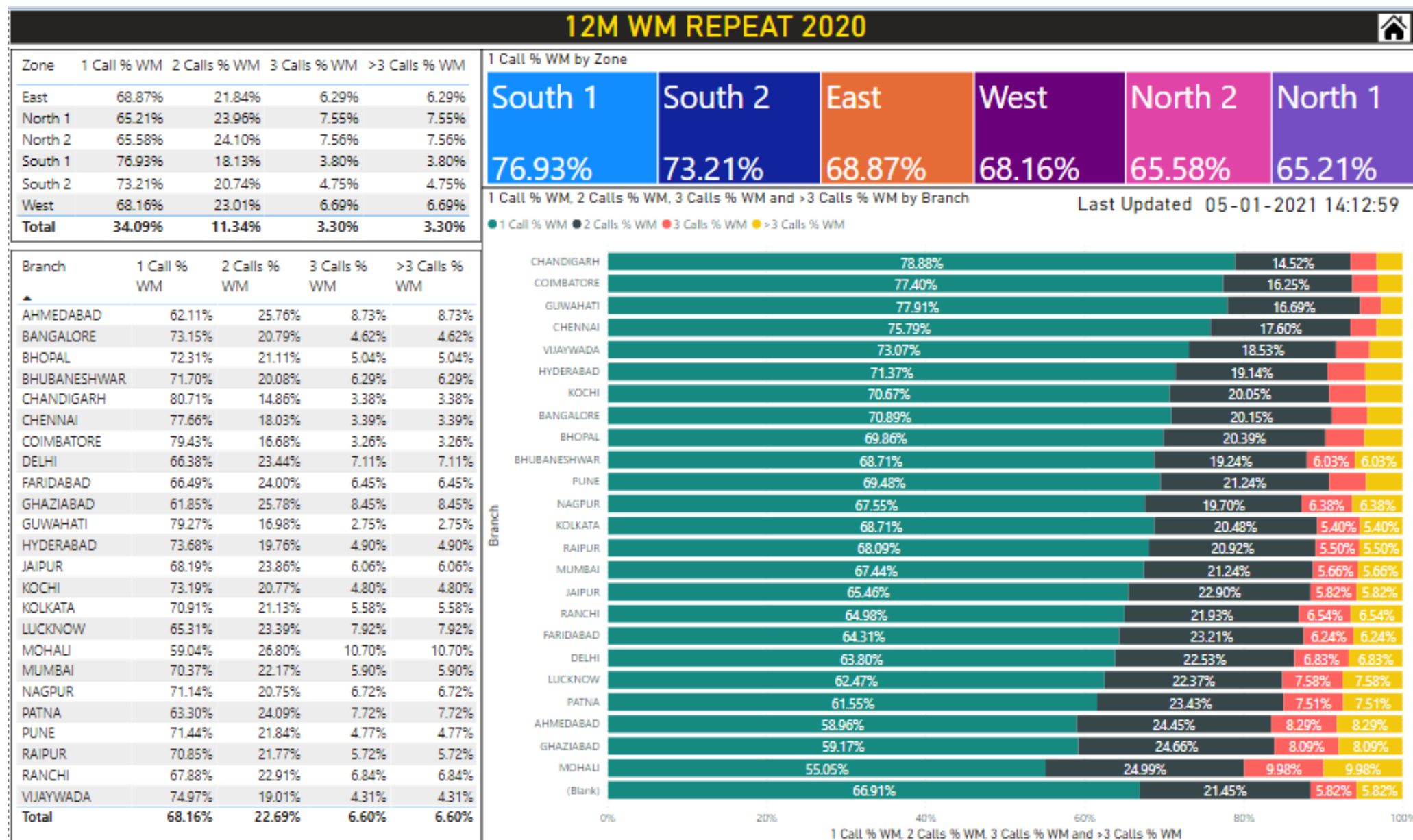
Repeat(RDC) % by Branch

● Repeat RDC% Ref 20-21 ● Target



Monthly Repeat Performance can be monitored and analysed for Normal and RDC calls in One Page.

12.1 Annual Repeat – Zone and Branch Wise



12.2 Annual Repeat – ASP Wise

12M REPEAT R ASP 2020

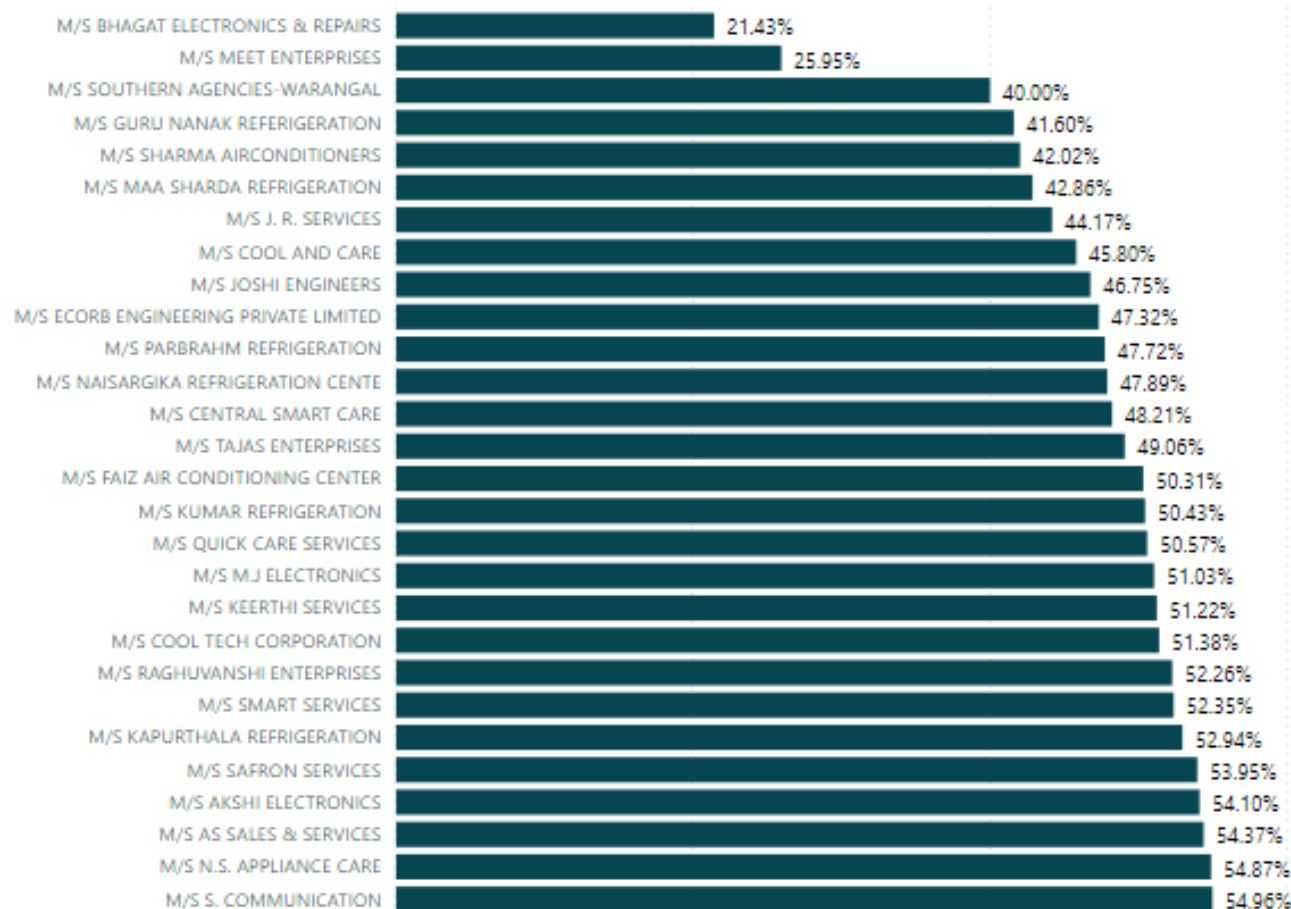


Branch

- ☐ AHMEDABAD
- ☐ BANGALORE
- ☐ BHOPAL
- ☐ BHUBANESHWAR
- ☐ CHANDIGARH
- ☐ CHENNAI
- ☐ COIMBATORE
- ☐ DELHI
- ☐ FARIDABAD
- ☐ GHAZIABAD
- ☐ GUWAHATI
- ☐ HYDERABAD
- ☐ JAIPUR
- ☐ KOCHI
- ☐ KOLKATA
- ☐ LUCKNOW
- ☐ MOHALI
- ☐ MUMBAI
- ☐ NAGPUR
- ☐ PATNA
- ☐ PUNE
- ☐ RAIPUR
- ☐ RANCHI
- ☐ VIJAYWADA

1 Call % REF by Franchisee Description

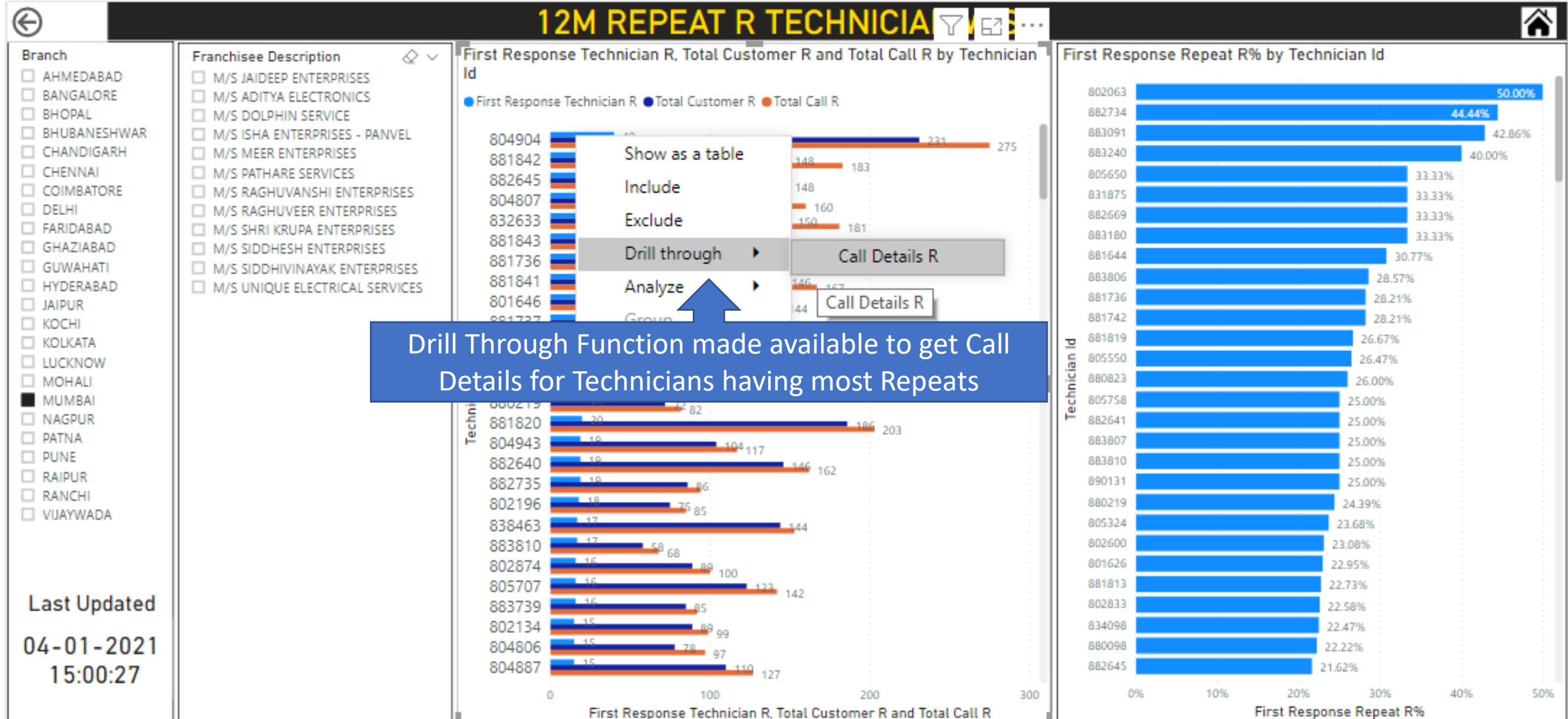
Franchisee Description



Last Updated 04-01-2021 14:42:38

1 Call % REF

12.3 Annual Repeat – Technician Wise



12.4 Annual Repeat – Technician Wise - Call Details

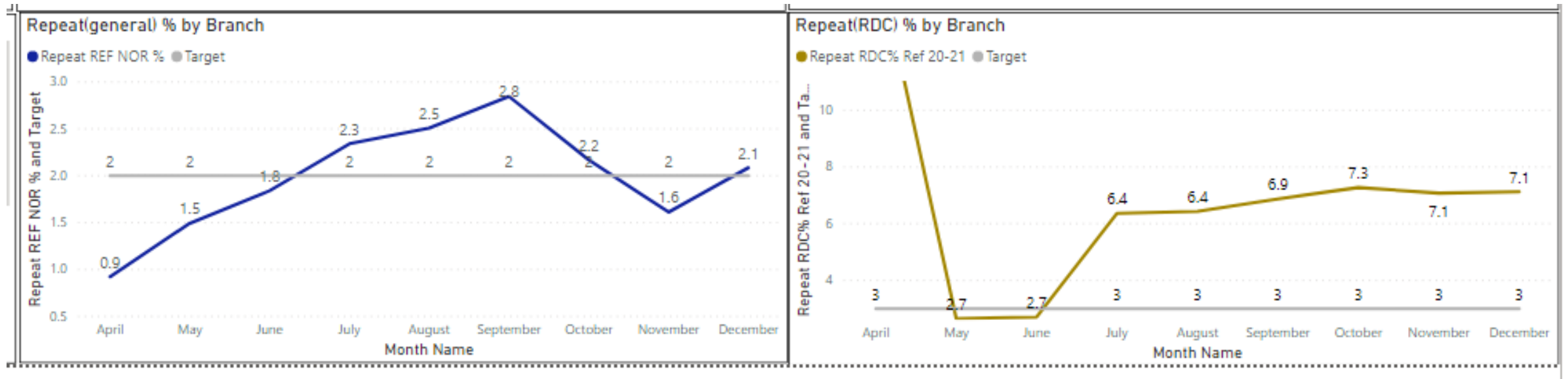
12M REPEAT R DETAILS										
Franchisee Id	Installation	Job Category 1	Job Category 2	Job Category 3	Service Order Number	Technician Id	Branch	Zone	Repeat Count	RPT ID
3HX000702	RD052141501SD01417-190701417dr01121	LIGHT BULB / LED	LIGHT BULB/LED FUSED	SPARES REPLACED	178474	804943	MUMBAI	West	2	
3HX000702	RD052141501SD01417-190701417dr01121	THERMOSTAT	KNOB - SETTING INCORRECT	CUSTOMER EDUCATION	102410	804943	MUMBAI	West	2	
3HX000702	RD052141501SD01430-181201430DR01499	LIGHT BULB / LED	BULB/LED COVER BROKEN	REFITTED	152999	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01433-190101433DR01979	MAIN DOOR	GASKET DISLOCATED	REFITTED	142032	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01439-181101439DR00355	THERMOSTAT	EXCESS COOLING	SPARE REPLACED	105709	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01634-190301634DR01685	LOOSE CONNECTION	BULB HOLDER	REFITTED	115800	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01634-190601634dr05487	WATER LEAKAGE/SWEATING	SWEATING - MAIN DOOR	REFITTED	152264	804943	MUMBAI	West	2	
3HX000702	RD052141501SD01640-190501640DR15593	MAIN DOOR	GASKET GAP	REFITTED	218410	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01640-190801640DR01374	CABINET	LEVELLING DONE	LEVELLING DONE	171199	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01640-191001640DR03303	CABINET	APRON / FRONT FACIA (NON MUT) BROKEN - IN TRANSIT	SPARE REPLACED	180849	804943	MUMBAI	West	2	
3HX000702	RD052141501SD01641-190701641DR08346	FREEZER DOOR	LOCK BRACKET - BROKEN	SPARE REPLACED	212943	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01644-191101644DR00842	MAIN DOOR	GASKET GAP	REFITTED	229964	804943	MUMBAI	West	1	
3HX000702	RD052141501SD01655-190801655dr00289	LIGHT BULB / LED	LIGHT BULB/LED FUSED	SPARES REPLACED	113138	804943	MUMBAI	West	1	
		00264 THERMOSTAT	EXCESS COOLING	SPARE REPLACED	171031	804943	MUMBAI	West	1	
		00903 CONTROL CARD	MAIN PCB - PCB ERRATIC MAIN PCB	SPARE REPLACED	255294	804943	MUMBAI	West	2	
		01102 FREEZER DOOR	DOOR - DAMAGED/DENTS & SCRATCHES	SPARE REPLACED	214608	804943	MUMBAI	West	1	
		03336 FREEZER DOOR	DOOR - DAMAGED/DENTS & SCRATCHES	SPARE REPLACED	258204	804943	MUMBAI	West	2	
		03336 MAIN DOOR	DOOR - MISALIGNED IN-TRANSIT	ADJUSTED - REFITTED	228040	804943	MUMBAI	West	2	
3HX000702	RD052141501SD02001-200902001DR00591	LIGHT BULB / LED	LIGHT BULB/LED FUSED	SPARES REPLACED	228526	804943	MUMBAI	West	1	
3HX000702	RD052141501SD02006-200702006DR00005	LIGHT BULB / LED	LIGHT BULB/LED HOLDER DEFECTIVE	REFITTED	203171	804943	MUMBAI	West	1	
3HX000702	RF02N0D-190100402FR00731	DEFROST TIMER (FF MANUAL)	STICKY NOT WORKING	SPARE REPLACED	126662	804943	MUMBAI	West	2	
		Sensor	NOT WORKING	SPARE REPLACED	117759	804943	MUMBAI	West	2	
		MAIN DOOR	DOOR - MISALIGNED IN-TRANSIT	ADJUSTED - REFITTED	183563	804943	MUMBAI	West	1	
		DEFROST TIMER (FF MANUAL)	STICKY NOT WORKING	SPARE REPLACED	135163	804943	MUMBAI	West	1	
		DEFROST TIMER (FF MANUAL)	STICKY NOT WORKING	SPARE REPLACED	229102	804943	MUMBAI	West	1	
		MAIN DOOR	DOOR - MISALIGNED IN-TRANSIT	ADJUSTED - REFITTED	173807	804943	MUMBAI	West	1	
		AIR FLOW (MULTI FLOW DUCT)	VEGETBLE GETTING SPOILED	REFITTED	187108	804943	MUMBAI	West	1	
		AIR FLOW (MULTI FLOW DUCT)	NO AIR FLOW THRU DUCT (FF)	REFITTED/REMOVED	114773	804943	MUMBAI	West	1	
		DEFROST TIMER (FF MANUAL)	STICKY NOT WORKING	SPARE REPLACED	239211	804943	MUMBAI	West	1	
3HX000702	RF02N0YQ-191200373FR00215	MAIN DOOR	GASKET GAP	REFITTED	182217	804943	MUMBAI	West	1	
3HX000702	RF02N0YZ-190900412FR00146	COMPRESSOR	NOISE - RUNNING - ABNORMAL	CUSTOMER CONVINCED	216846	804943	MUMBAI	West	1	
3HX000702	RF02N0ZZ-190300406FR00327	AIR FLOW (MULTI FLOW DUCT)	MULTI FLOW DUCT MISALIGNED	REFITTED / ADDED FOAM	197006	804943	MUMBAI	West	2	
3HX000702	RF02N0ZZ-190300406FR00327	THERMOSTAT	EXCESS COOLING	SPARE REPLACED	214908	804943	MUMBAI	West	2	
3HX000702	RF02N0ZZ-190900406FR00332	AIR FLOW (MULTI FLOW DUCT)	NO AIR FLOW THRU DUCT (FF)	REFITTED/REMOVED	173924	804943	MUMBAI	West	2	
3HX000702	RF02N0ZZ-190900406FR00332	THERMOSTAT	EXCESS COOLING	SPARE REPLACED	215030	804943	MUMBAI	West	2	
3HX000702	RF052141501SD01363-190601363FR01170	DEFROST TIMER (FF MANUAL)	STICKY NOT WORKING	SPARE REPLACED	207075	804943	MUMBAI	West	2	
3HX000702	RF052141501SD01476-190301476FR01569	MAIN DOOR	GASKET GAP	REFITTED	203763	804943	MUMBAI	West	1	
3HX000702	RF052141501SD01556-190901556FR00010	MAIN DOOR	DOOR - MISALIGNED IN-TRANSIT	ADJUSTED - REFITTED	113960	804943	MUMBAI	West	1	
3HX000702	RF052141501SD01556-191101556fr00204	MAIN DOOR	DOOR - HINGE BEND	REALIGNED	242905	804943	MUMBAI	West	2	
3HX000702	RF052141501SD01556-191101556fr00204	MAIN DOOR	DOOR - MISALIGNED IN-TRANSIT	ADJUSTED - REFITTED	247068	804943	MUMBAI	West	2	
3HX000702	RF052141501SD01556-191201556FR00186	COMPRESSOR	NOISE - RUNNING - ABNORMAL	CUSTOMER CONVINCED	173741	804943	MUMBAI	West	2	
Total									169	

Landing Page for Drill through Technician Wise.

This will help branch to analyse cause of repeat and iron out issues

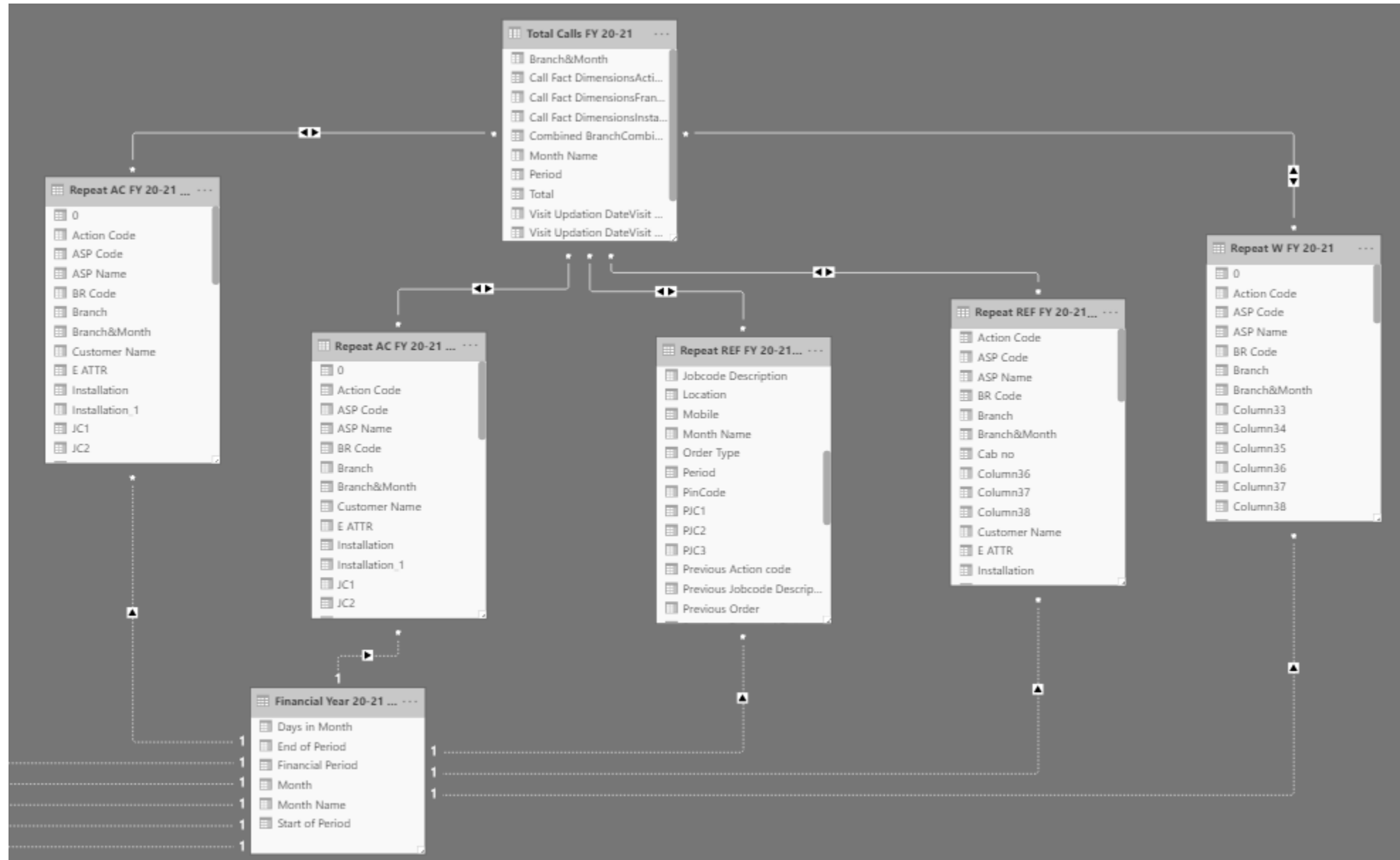
Unique things about this dashboard

Recognition of Month as per Financial Year



Power BI sorts month as per **Calendar year**. Logic developed to sort the same as per **Financial Year**

Multiple cross report and cross visualization linkages enabling useful insights



Manual data cleansing and calculation steps are mapped in Power Query

	RPT INDEX.Reported Date	Reported Date	ABC 123 RPT INDEX.Total	ABC 123 RPT INDEX.Repeat Count	ABC 123 RPT INDEX.RPT INDEX
1		01-12-2019	1	1	1
2		01-12-2019	1	1	1
3		01-12-2019	1	1	1
4		01-12-2019	1	1	1
5		01-12-2019	1	3	1
6		01-12-2019	1	1	1
7		01-12-2019	1	1	1
8		01-12-2019	1	1	1
9		01-12-2019	1	1	1
10		01-12-2019	1	1	1
11		01-12-2019	1	1	1
12		01-12-2019	1	1	1
13		01-12-2019	1	1	1
14		01-12-2019	1	2	1
15		01-12-2019	1	1	1
16		01-12-2019	1	1	1
17		01-12-2019	1	1	1
18		01-12-2019	1	1	1
19		01-12-2019	1	1	1
20		01-12-2019	1	1	1
21		01-12-2019	1	1	1
22		01-12-2019	1	1	1
23		01-12-2019	1	1	1
24		01-12-2019	1	1	1
25					

Query Settings

PROPERTIES

Name

1 Call Repeat AC T Level 2020

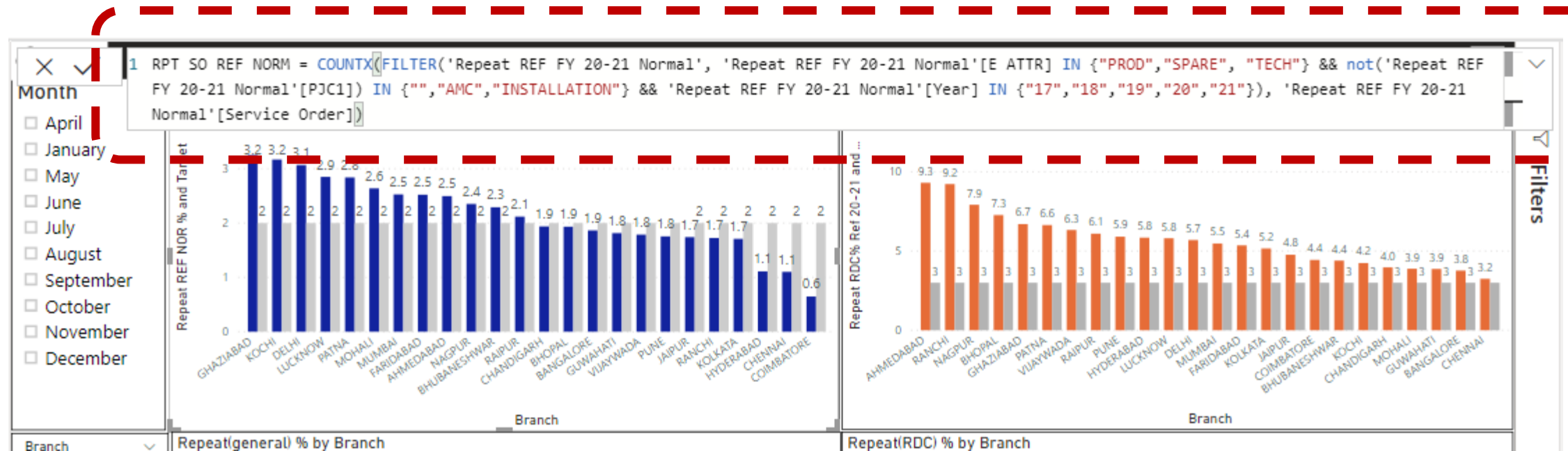
All Properties

APPLIED STEPS

- Source
- Navigation
- Promoted Headers
- Changed Type
- Removed Top Rows
- Promoted Headers1
- Changed Type with Locale
- Sorted Rows
- Grouped Rows
- Added Custom
- Removed Columns
- Removed Other Columns
- Expanded RPT INDEX
- Filtered Rows

This helps avoid redundancy of the same upon updation

Filters at Dax Level instead of usual Visual or Page Level



This allows to free other variables of the calculation from these filters thereby allowing complex calculation automated. In absence of this many manual steps may have been added rendering the updation of parameter cumbersome and time taking.

Last Source File Updation Date displayed on Dashboard Page

