Resolution Guide: TKT-2024-005

Category: Demand Planning

Priority: Medium

Issue Description:

Demand planning module showing forecast accuracy of only 45% when historical data indicates it should be around 75%. Seasonal adjustments and trend analysis appear to be functioning incorrectly.

Step-by-Step Resolution Guide:

Step 1: Forecast model recalibration required due to parameter drift.

Step 2: Solution: 1) Analyzed 18 months of historical forecast vs.

Step 3: actual data 2) Identified seasonal coefficient errors in Q4 holiday period 3) Recalibrated demand sensing algorithms using updated market data 4) Adjusted statistical model parameters for improved accuracy 5) Implemented weekly model validation checks.

Resolved by Team: L2-Analytics

Resolution Time: 50.17 hours