

A national e-commerce company claims that **80%** of its orders are **delivered on time**. A manager at one local branch believes that the on-time delivery proportion at this branch is **less than 0.8**. The manager takes a **simple random sample (SRS)** of **60 orders** and records whether each order was delivered on time. In the sample, **41 orders** were delivered on time. Test the manager's claim at the **5% significance level** and provide business implication.