# DAD 220 Project Two Template

## Overview

Review the scenario for this activity in the guidelines and rubric. Then complete the steps below as you work through the directions for this activity. Replace the bracketed text with your screenshots and responses to the prompts. Size each screenshot and its explanation to fit approximately one-quarter of the page with the description written below the screenshot. Review the Template Screenshot Example linked in the guidelines and rubric for this assignment to see an example of how screenshots for your assignment should look.

## RMA Report

Write a report to respond to the manager’s requests. In the report, you should complete the following actions:

* Summarize the data you’ve been working with.
* Identify key information that will help the company streamline operations.

Your report should explain your findings in a way nontechnical stakeholders can understand and use.

Use the steps below to capture the required data and produce the analysis report.

1. Begin by writing SQL commands to **capture** specific **usable data** for your analysis. You already preloaded the data you need into Codio.
2. Specifically, the product manager wants you to complete the following analysis:
   1. **Analyze** the number of **returns by state** and describe findings to include in your report.

A screenshot of a computer

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Returns by state listed in the first picture. In the second picture we have the top 10 states with returns and the 10 states with the least amount of returns. Massachusetts is the state with the highest return, while South Carolina has the fewest returns.

* 1. **Analyze** the percentage of **returns by product type** and describe findings to include in your report.

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The product that is returned the most is the product with the SKU “BAS-48-1 C” at 22% of returns. When analyzing the data further, I found that many of the products that are ordered have a 98% return rate.

1. Write a report to clearly **summarize** your RMA **data analysis** for stakeholders. When you summarize the results, consider the following questions:
   1. How does the data provide the product manager with usable information?
   2. What are the potential flaws in the data that has been presented?
   3. Are there any limitations on your conclusions or any other ways of looking at your findings that you haven’t considered? Clearly communicate your findings to stakeholders.

The data that is provided is helpful, usable information because the product manager can begin to determine why products are being returned at a very high rate. Most of the products are being returned at a 98% return rate, some further analysis could help determine why products are being returned. The top product being returned is the product with the SKU ‘BAS-48-1 C” making up 22% of returns but is also being returned at a 98% return rate. Some possible flaws to consider are that some data that has been entered into the database could be inaccurate and may be skewing the results. What should be considered is why these products are being returned. If we are able to require a more concise reason for the product being return, we can determine next steps to ensure we are delivering a reliable product. The limitations of these findings are that reasons given for the products are not very descriptive which could create a challenge when trying to solve this problem.

A screen shot of a computer

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