W4.A1 Business Rules Metric Model Assignment - HB Rose

Introduction and Purpose: This document is designed for senior executives and decision-makers at our bank, aiming to provide a clear and concise visual representation of our credit card handling operations. It covers quarterly transaction error data from Q1 2020 to Q1 2024.

Methodology and Calculations: We calculated the average number of transaction errors per quarter and established performance thresholds using one standard deviation from the mean. This statistical approach was chosen to ensure that the thresholds are meaningful and reflect significant deviations from normal performance, enabling us to focus on exceptional variations rather than normal fluctuations.

Performance Levels and Color Coding: The performance is visually differentiated using a color-coded system in the accompanying graph. This method simplifies identifying operational trends and areas requiring attention or intervention, making it easier for executives to quickly comprehend and act upon the data.

Conclusion and Impact: This color-coded metric system enables a quick visual assessment that directly feeds into strategic decision-making. It helps identify areas that are performing well or need improvement and supports our ongoing efforts to enhance the efficiency and reliability of our operations.

Time Frame	Errors
Q1 2020	20
Q2 2020	18
Q3 2020	16
Q4 2020	14
Q1 2021	12
Q2 2021	10
Q3 2021	8
Q4 2021	7
Q1 2022	6
Q2 2022	5
Q3 2022	4
Q4 2022	3
Q1 2023	15
Q2 2023	12
Q3 2023	8
Q4 2023	5
Q1 2024	4

Green ("Good"): There were Fewer than 7 errors, indicating significantly better performance than the average.

Yellow ("Caution"): There are between 7 and 12 errors. This range is around the average, suggesting typical performance that may warrant attention.

Red ("Action Needed"): More than 12 errors. This indicates poor performance, significantly worse than the average, and needs immediate intervention.

Note on Color Selection: To enhance the clarity and readability of the graph, lighter shades of green, yellow, and red have been selected. This ensures that text overlaying the colors remains legible, facilitating a quicker and more effective data evaluation.