Date	06 November 2022
Team ID	PNT2022TMID44827
Project Name	Project - Data Analytics for DHL Logistics Facilities

Problem Statement

DHL is an international umbrella brand and trademark for the courier, package delivery, and express mail service which is a division of the German logistics firm Deutsche Post. The company group delivers over 1.6 billion parcels per year.

The company DHL itself was founded in San Francisco, USA, in 1969 and expanded its service throughout the world by the late 1970s. In 1979, under the name of DHL Air Cargo, the company entered the Hawaiian Islands with an inter-island cargo service using two DC-3 and four DC-6 aircraft. Adrian Dalsey and Larry Hillblom personally oversaw the daily operations until its eventual bankruptcy closed the doors in 1983. At its peak, DHL Air Cargo employed just over 100 workers, management, and pilots.

Logistics is being transformed through the power of data-driven insights. Thanks to the vast degree of digital transformation and the Internet of Things, unprecedented amounts of data can be captured from various supply chain sources. Capitalizing on its value offers massive potential to increase operational efficiency, improve customer experience, reduce risk, and create new business models.

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	send parcel	Parcel that I given is damaged	Bulk goods mixed up with my packages	Angry
PS-2	Customer	Get my parcel on time	Parcel is missing	Either delivered in wrong address nor theft issue was occurred	Sad
PS-3	User	Get my package fast	Package still not deliverable and updating wrong	Address is long and server issue	Tempting
PS-4	User	Track driver location status	The product status shown as Delivered	Wrong update by delivery person or server error	Bad
PS-5	Driver	Track customer location	Address found was error	Customer given wrong address	Frustrated
PS-6	Driver	deliver fast	Traffic occurs	big accident on the road lane	Worse
PS-7	Delivery person	Deliver the product	The Customer not avail in the home	They have emergency work	Tired