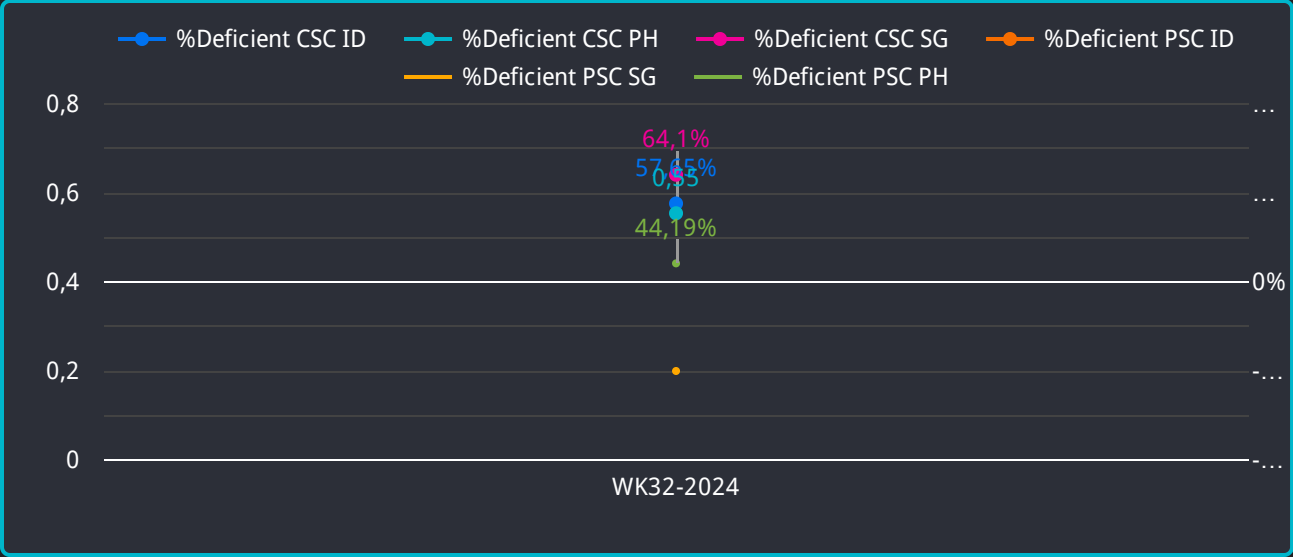
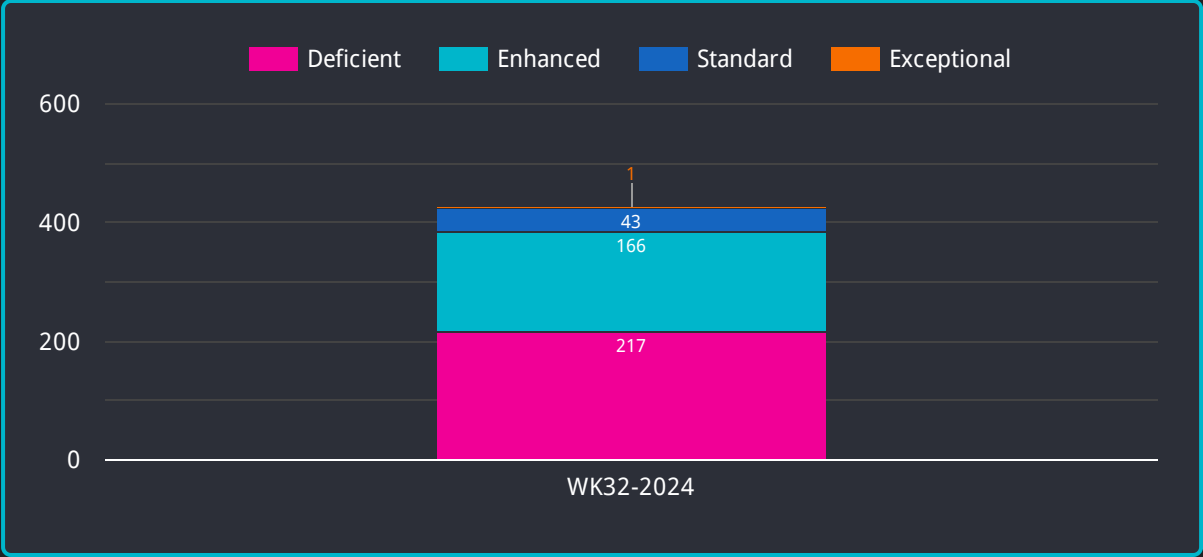


OVERVIEW PROCESS AUDIT 5LS

%Deficient Trend by week



OVERVIEW BY WEEK



CSC ID

Audit

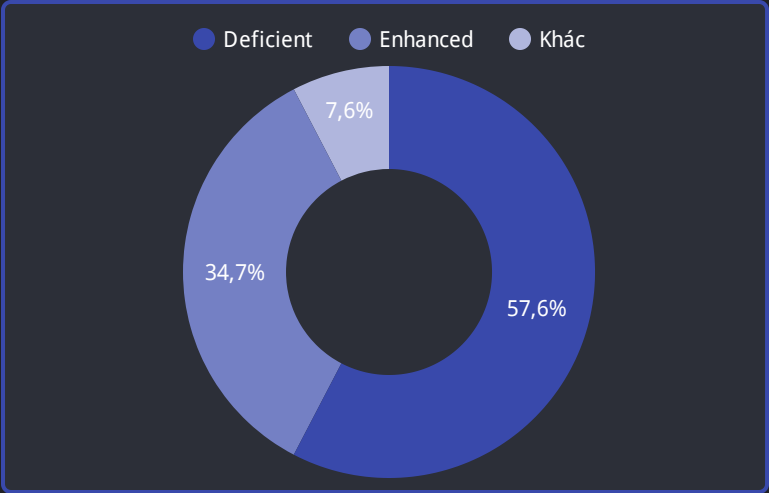
170

#Deficient

98

%Deficient

57,65%



#Target

170

Agent Audited

170

%Completed Audit

100,00%

0%

100%

CSC PH

Audit

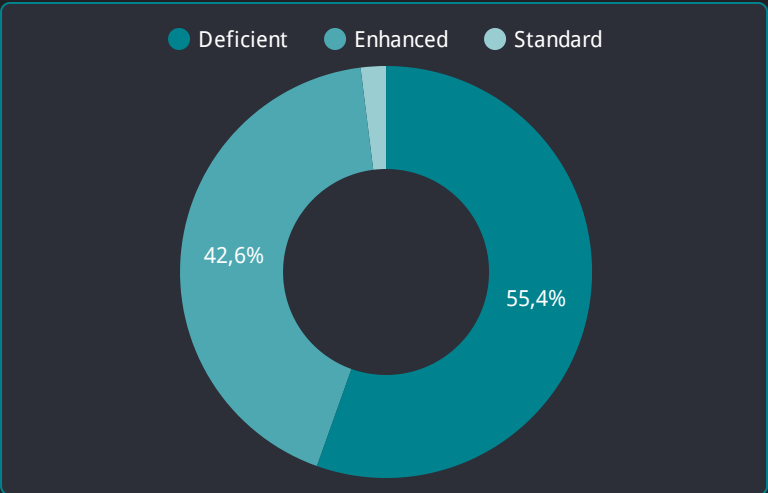
101

#Deficient

56

%Deficient

55,45%



#Target

101

Agent Audited

100

%Completed Audit

100,00%

0%

100%

CSC SG

Audit

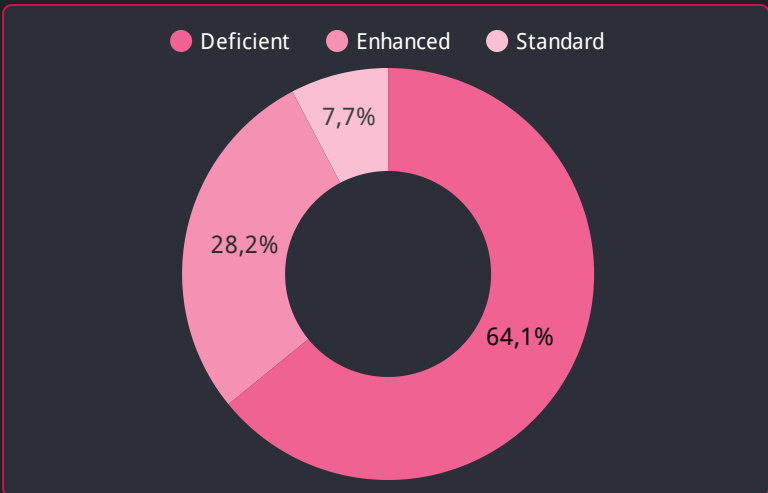
39

#Deficient

25

%Deficient

64,10%



#Target

39

Agent Audited

39

%Completed Audit

100,00%

0%

100%

PSC ID

Audit

0

#Deficient

0

%Deficient

Không có dữ liệu



#Target

Không có dữ liệu

Agent Audited

0

%Completed Audit

Không có dữ liệu

0%

100%

PSC PH

Audit

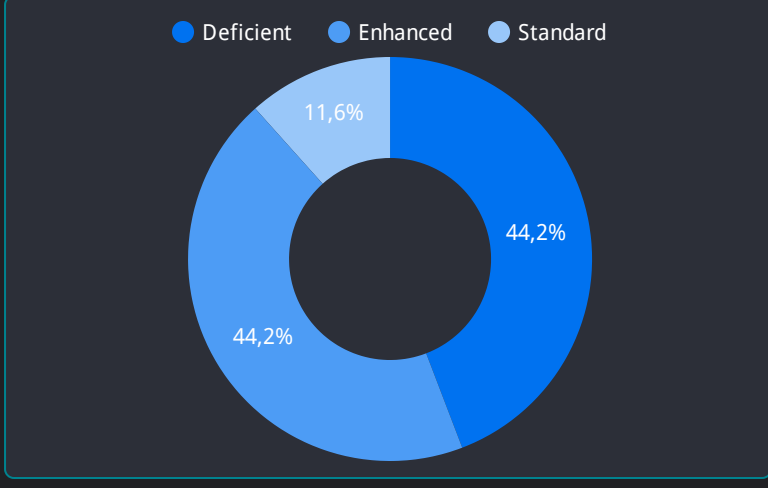
43

#Deficient

19

%Deficient

44,19%



#Target

43

Agent Audited

43

%Completed Audit

100,00%

0%

100%

PSC SG

Audit

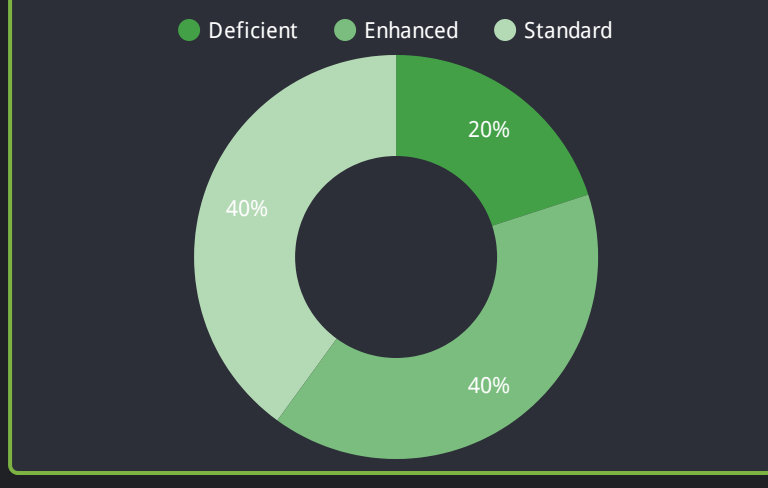
5

#Deficient

1

%Deficient

20,00%



#Target

5

Agent Audited

5

%Completed Audit

100,00%

0%

100%

Service LOB

Audit Week

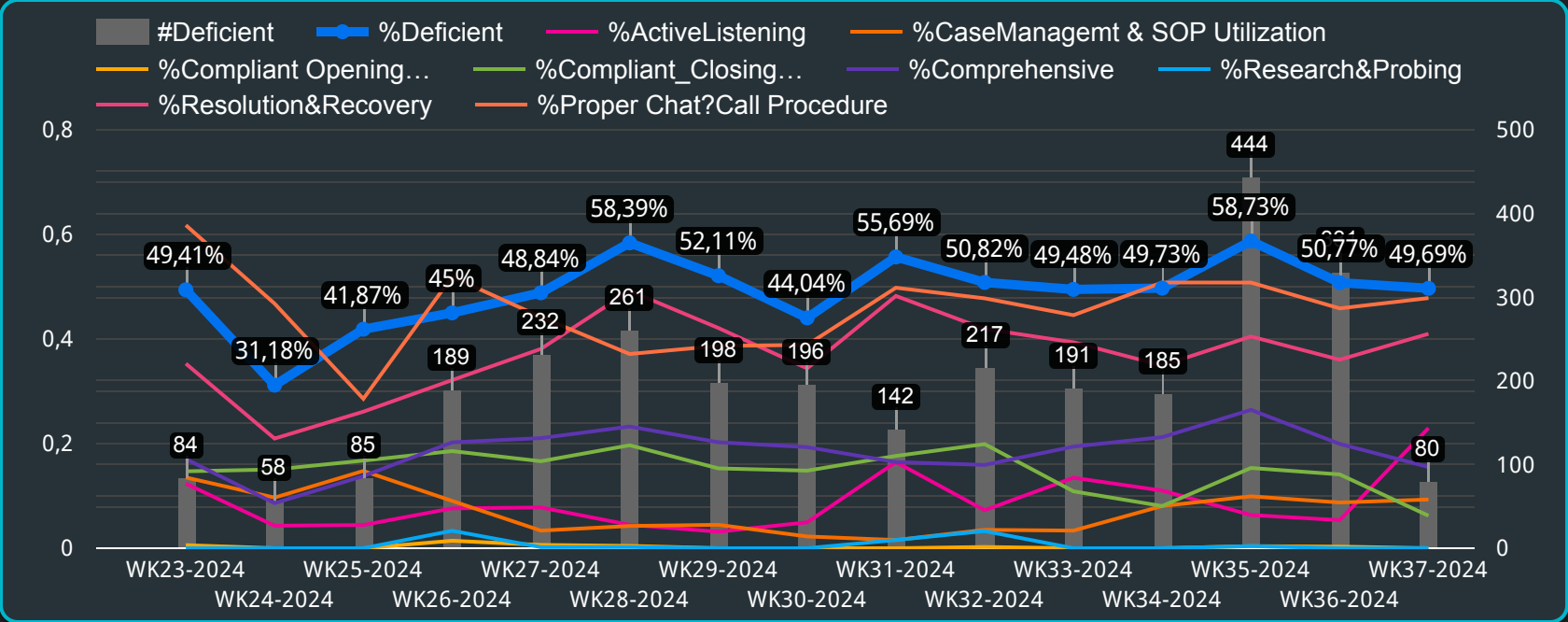
DEEPDIVE 5LS BY LOB

🔍

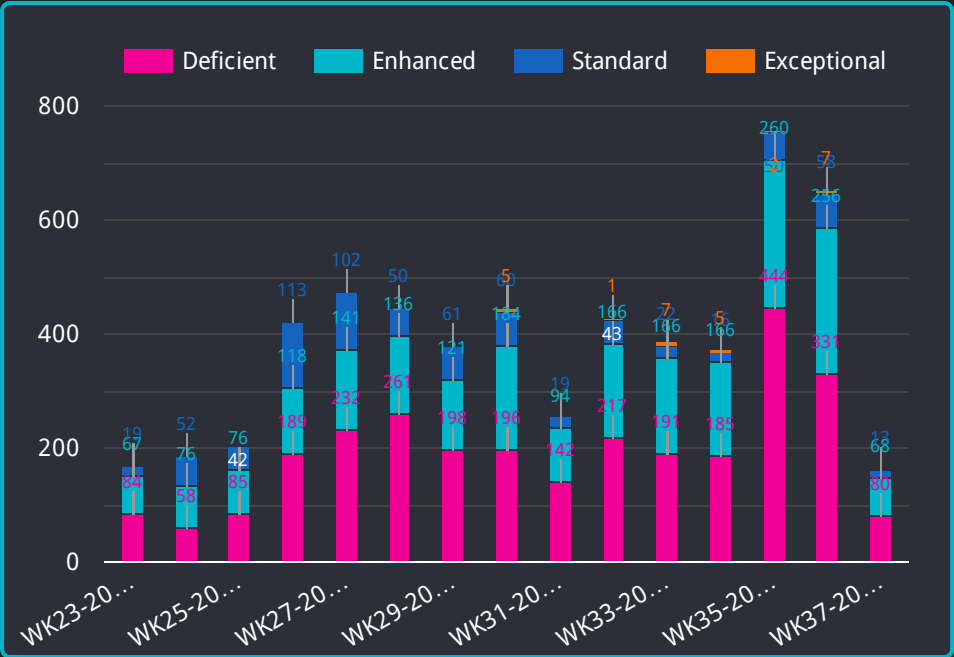
A-Z

⋮

Impact Deficient Trends by Category L2



OVERVIEW BY WEEK



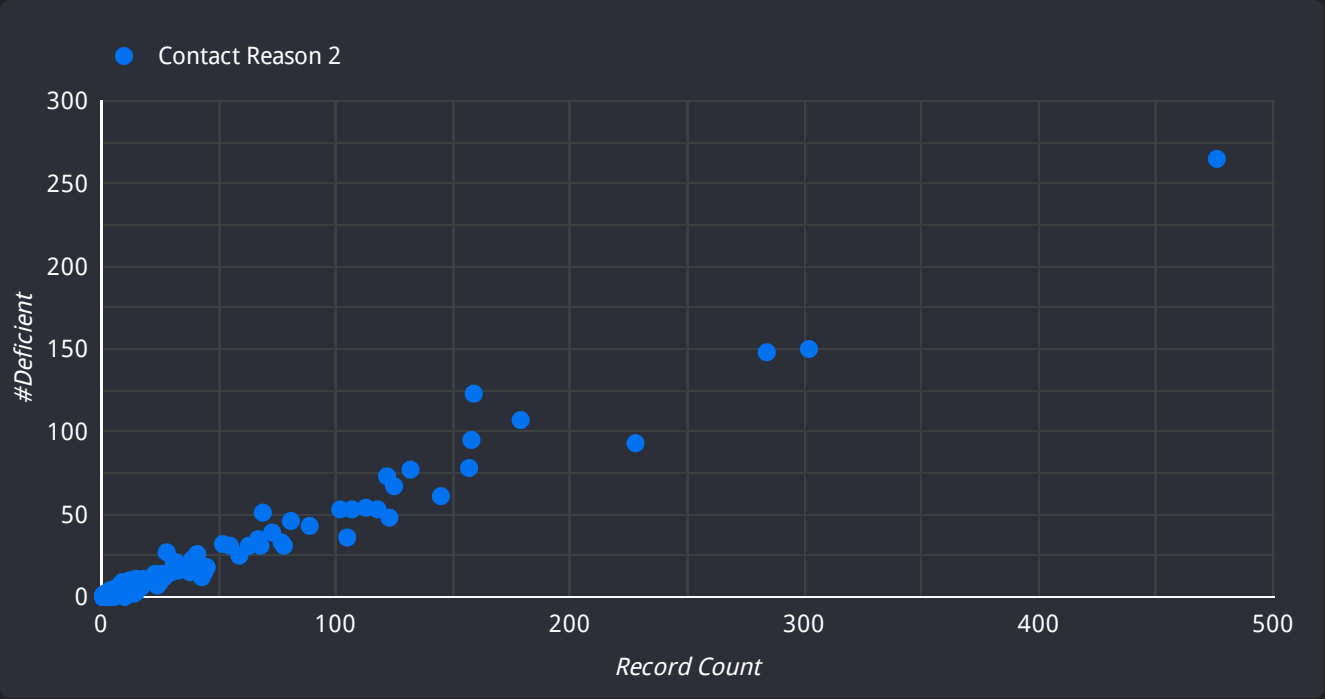
Overall Metric

Service LOB / No.Week / #Target / Audited / %Completed Audit / #Deficient / %Deficient / %Enhanced / %Standard									
									CSC PH C...
Audit Week	No.Week	#Target	Audited	%Completed ...	#Deficient	%Deficient	%Enhanced	%Standard	
WK37-2024	-	-	-	-	-	-	-	-	
WK36-2024	-	120	120	100%	59	49,17%	40%	9,17%	
WK35-2024	13	149	149	100%	108	72,48%	20,13%	7,38%	
WK34-2024	12	52	52	100%	31	59,62%	38,46%	1,92%	
WK33-2024	11	98	98	100%	56	57,14%	38,78%	2,04%	
Tổng cộng	13	105,98	1.326	1.251,12%	660	49,77%	42,46%	7,39%	

















Top CR2 impact Deficient

Contact Reason 2	Audit Week / #Deficient			
	WK23-2024	WK24-2024	WK25-2024	WK26-2024
Delivery tracking (WIMO)	1	8	12	16
Delivery Tracking (WIMO)	11	5	4	11
LazPayLater	2	-	5	7
Delivery information	3	3	6	10
Shipping & delivery problems	3	1	7	9
Refund processing & issuance	2	-	-	5
Requesting to Return	1	-	1	7
Requesting cancellation	2	4	4	8
Requesting Cancellation	5	1	4	5
Lazada Wallet	1	3	2	2
Shipping Discount Voucher	1	-	2	-
Account Management	-	-	-	3
Requesting to Refund Only	2	-	3	5
Other E-wallet	2	1	-	6
Return Tracking	2	4	1	3
Promotion Information at Checkout	1	-	-	1
LazCash	1	-	4	3

















Scatter plot of %Deficient by contact reason 2



















Overall - CSC ID

Service LOB / No.Week / #Target / Audited / %Completed Audit / #Deficient / %Deficient / %Enhanced / %Standard								
CSC ID								
Audit Week	No.Week	#Target	Audited	%Completed ...	#Deficient	%Deficient	%Enhanced	%Standard
WK37-2024	-	49	49	100%	33 	67,35% 	32,65% 	0% 
WK36-2024	-	249	249	100%	140 	56,22% 	36,95% 	6,83% 
WK35-2024	13	295	295	100%	178 	60,34% 	35,93% 	3,05% 
WK34-2024	12	133	133	100%	79 	59,4% 	36,84% 	3,76% 
Tổng cộng	13	180,62	2.326	1.287,79%	1.364	58,64%	29,11%	11,95%

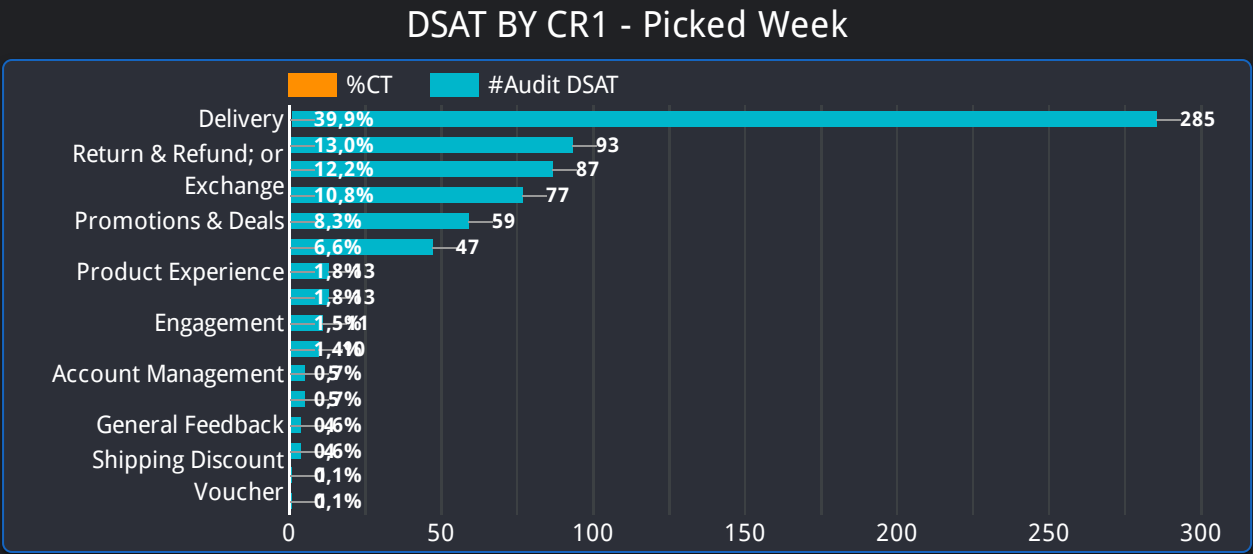
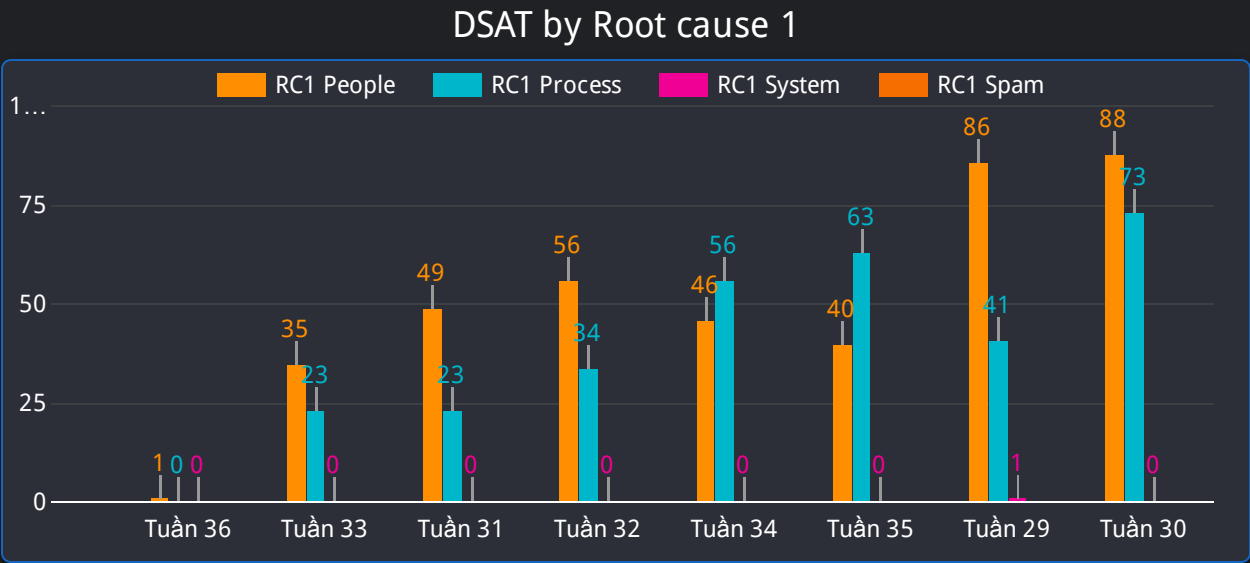
Overall - CSC PH

Service LOB / No.Week / #Target / Audited / %Completed Audit / #Deficient / %Deficient / %Enhanced / %Standard								
CSC PH								
Audit Week	No.Week	#Target	Audited	%Completed ...	#Deficient	%Deficient	%Enhanced	%Standard
WK35-2024	13	149	149	100%	108 	72,48% 	20,13% 	7,38% 
WK34-2024	12	52	52	100%	31 	59,62% 	38,46% 	1,92% 
WK33-2024	11	98	98	100%	56 	57,14% 	38,78% 	2,04% 
WK32-2024	10	101	101	100%	56 	55,45% 	42,57% 	1,98% 
Tổng cộng	13	105,98	1.326	1.251,12%	660	49,77%	42,46%	7,39%

Overall - PSC ID

Service LOB / No.Week / #Target / Audited / %Completed Audit / #Deficient / %Deficient / %Enhanced / %Standard								
PSC ID								
Audit Week	No.Week	#Target	Audited	%Completed ...	#Deficient	%Deficient	%Enhanced	%Standard
WK35-2024	13	93	93	100%	46 	49,4... 	46,24% 	4,3% 
WK34-2024	12	46	46	100%	19 	41,3% 	56,52% 	2,17% 
WK30-2024	8	53	53	100%	19 	35,8... 	37,74% 	26,42% 
WK29-2024	7	55	55	100%	18 	32,7... 	65,45% 	1,82% 
Tổng cộng	13	62,55	566	904,81%	213	37,63%	32,51%	29,86%

tsat_submission_week ^	2024-W23	2024-W24	2024-W25	2024-W26
%B1S	27,03%	25,25%	23,59%	25,00%
%B1S Quality-of-Agent	18,02%	9,95%	11,3%	11,3%
%B1S Resolution Provided	7,51%	13,36%	9,55%	11,3%



RC 2	CR3	#Audit	%CT
Agent	Within Promise - Parcel with Logistics	61	8,53%
	How to Track Order	21	2,94%
	Beyond Promise - Parcel with Logisti...	20	2,8%
	Within Promise - Parcel with Seller	19	2,66%
	Inquiry - Refund Status from Cancell...	18	2,52%
	Delivery promised date	17	2,38%
	Delivered, But No Physical Item Rec...	16	2,24%