

Yellevate: Client Disputes Data Analysis



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Identify Causes

Analyze current processes and customer feedback to identify root causes of client disputes



Actionable Strategies

Develop strategies to address identified causes and reduce annual loss of revenue



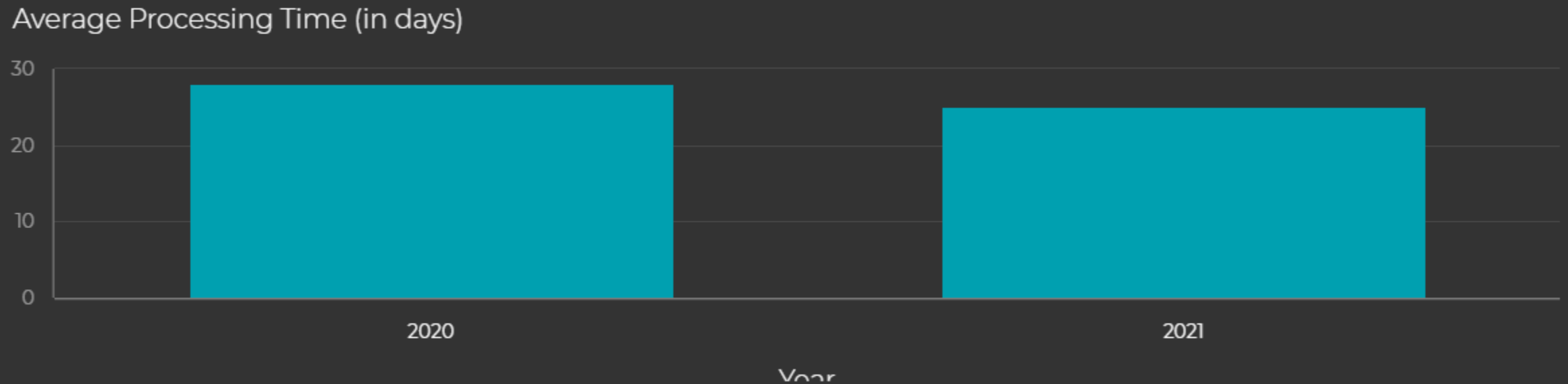
Implementation

Implement strategies to improve customer satisfaction and increase revenue

Data Analysis Charts



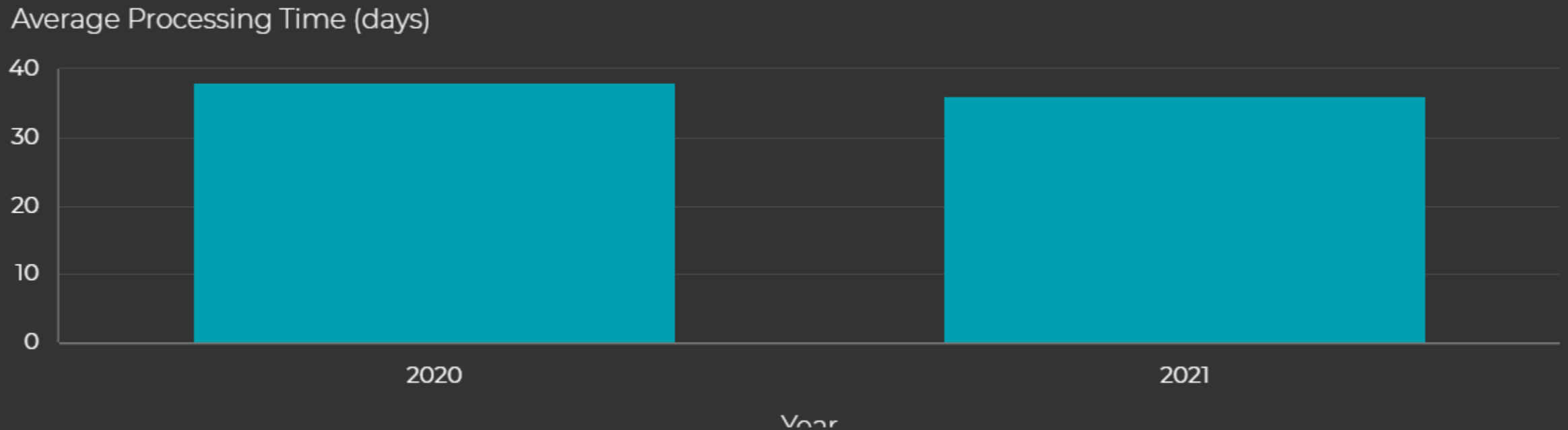
Average Processing Time of Invoices Up by 3 Days: 2020 vs 2021



The average processing time to settle invoices is **26 days** and has decreased from 28 days in 2020 to 25 days in 2021.

*Data sourced from company records.

Average Processing Time to Settle Disputes 2020-2021

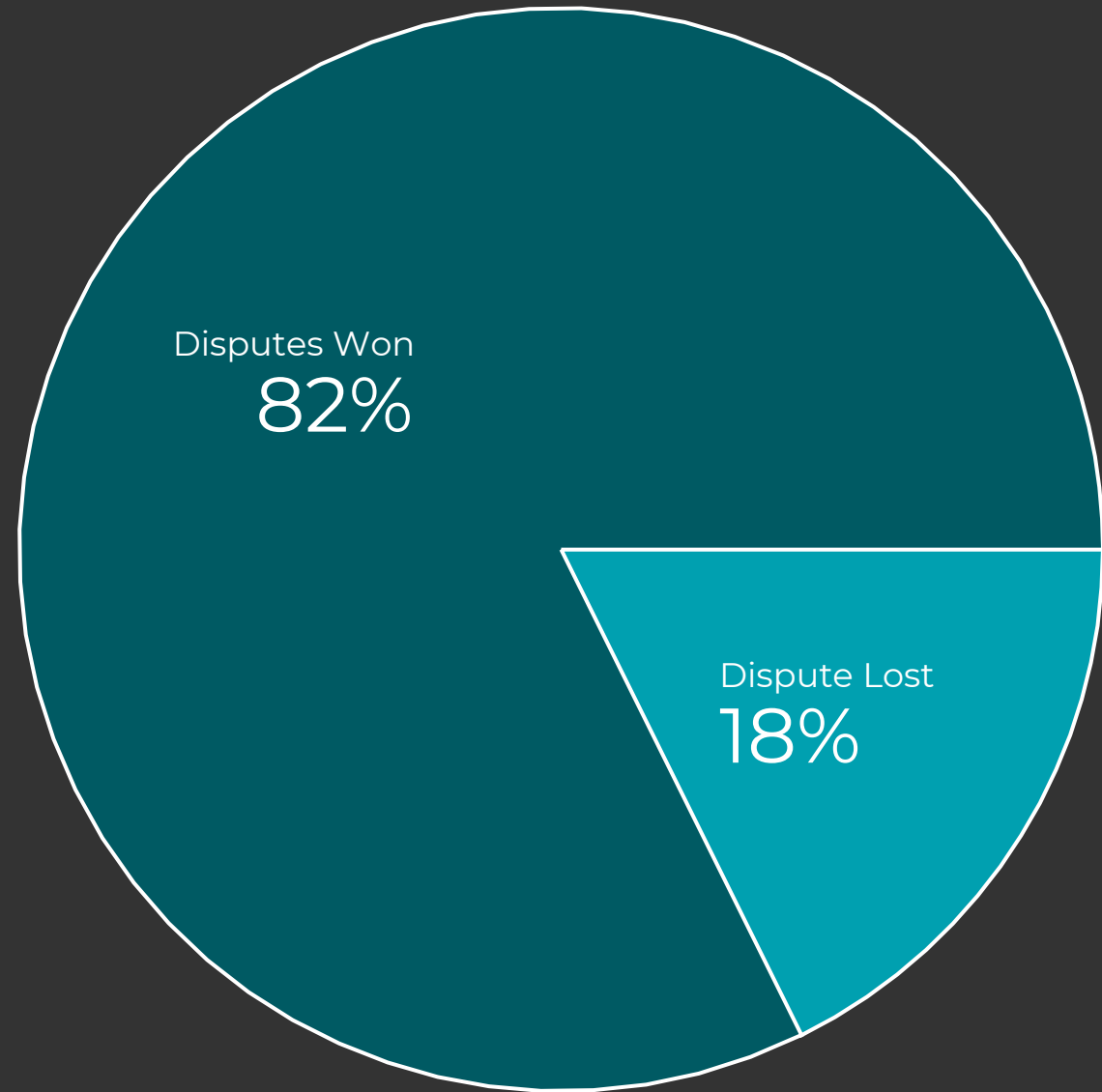


The average processing time to settle disputes is **37 days**.

*Data sourced from company records.

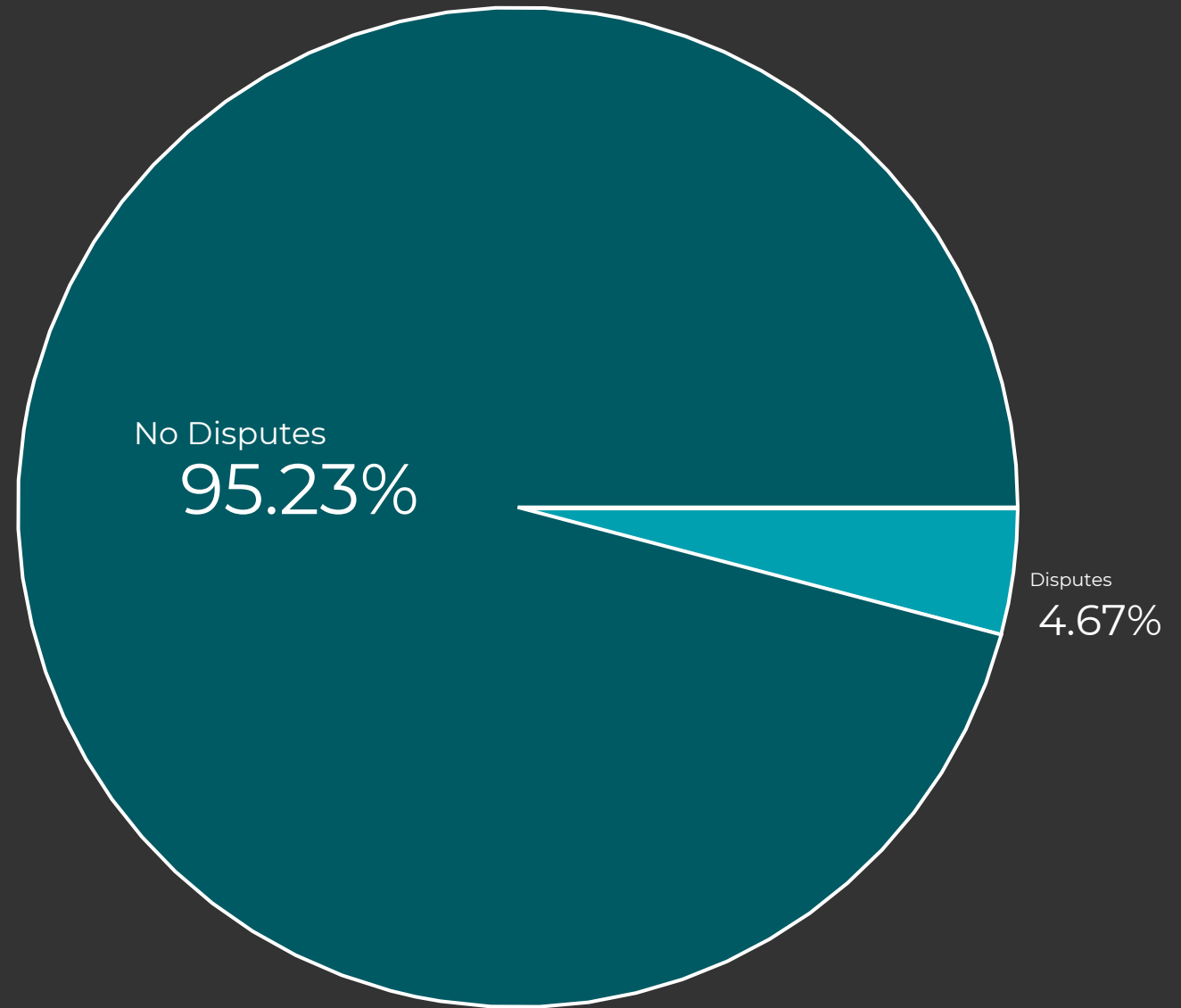
Dispute Loss Rate: 17.69% in 2020-2021

17.69% of disputes received by the company were lost in 2020-2021.

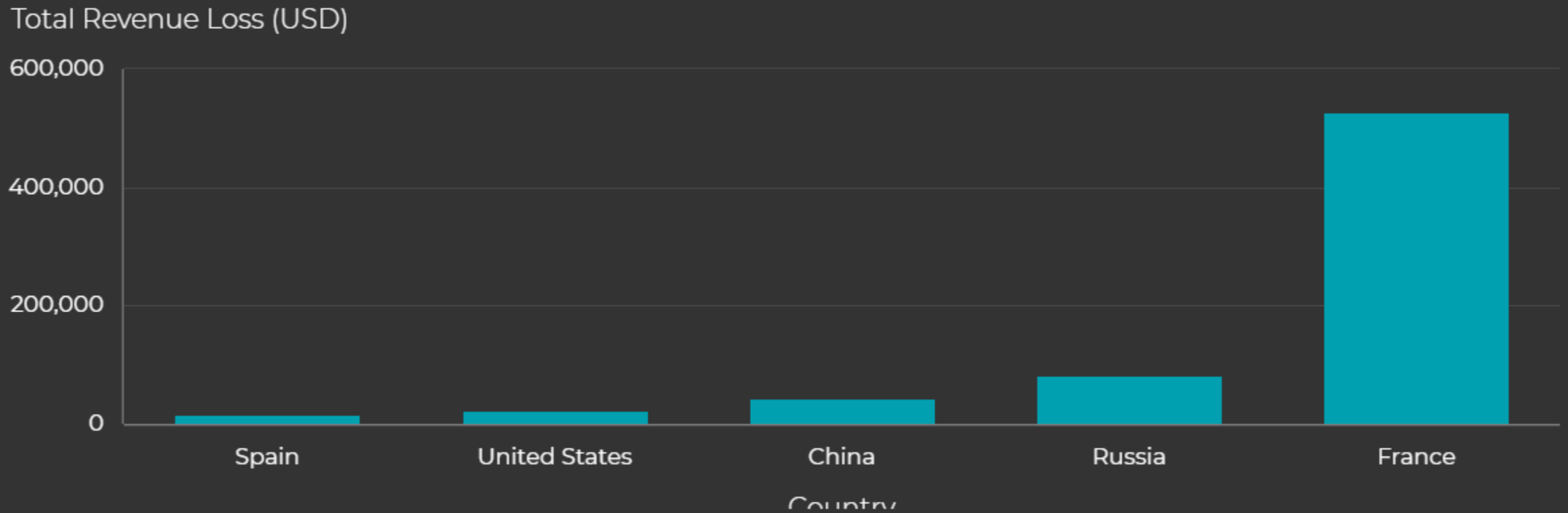


Revenue Loss from Disputes: 4.67% in 2020-2021

Total revenue loss from disputes
is 4.67% in 2020-2021.



Total Revenue Loss in 2020-2021 by Country



France had the highest total revenue loss in 2020-2021 with a total revenue loss of **USD 526,264**

Business Problems and Achieving Objectives



High number of disputes due to contract technicalities

Identify the most common contract technicalities leading to disputes and propose changes to the contract language to reduce the number of disputes.



Long dispute settlement times

Analyze the current dispute settlement process and identify bottlenecks to reduce the settlement time.



High percentage of lost disputes

Investigate the reasons for lost disputes and propose solutions to increase the dispute win rate.

Business Objectives and Data Analysis Goals



Objective 1: Identify the most common contract technicalities

Analyze contracts to identify the most frequent technicalities that lead to disputes



Objective 2: Analyzing the current dispute settlement process

Evaluate the current dispute settlement process to identify areas of improvement



Objective 3: Investigate the reasons for lost disputes

Research the reasons why disputes are lost and develop strategies to prevent them

Data analysis can help businesses identify and address issues related to contract technicalities, dispute settlement processes, and lost disputes, leading to improved outcomes.

Objective #1

Identify the most common contract technicalities leading to disputes and propose changes to the contract language to reduce the number of disputes.

Data Analysis Goals:

- Analyze the data to identify the most common contract technicalities leading to disputes.
- Identify the patterns and trends in the data that could explain the reasons for the disputes.
- Use data visualization techniques to communicate the findings to the management.
- Propose changes to the contract language that could reduce the number of disputes.

Objective #2

Analyze the current dispute settlement process and identify bottlenecks (the cause of delays or issues in the dispute settlement time) to reduce the settlement time.

Data Analysis Goals:

- Collect and analyze data on the current dispute settlement process.
- Identify the bottlenecks and inefficiencies in the settlement process.
- Propose changes to the process that could reduce the settlement time.
- Use data visualization techniques to communicate the findings to the management.

Objective #3

Investigate the reasons for lost disputes and propose solutions to increase the dispute win rate.

Data Analysis Goals:

- Analyze the data to identify the reasons for lost disputes.
- Identify the patterns and trends in the data that could explain the reasons for the lost disputes.
- Use data visualization techniques to communicate the findings to the management.
- Propose solutions to increase the dispute win rate based on the data analysis.

A black and white photograph of chess pieces on a board. The pieces are dark and have a glossy finish. In the foreground, a single pawn is in sharp focus. Behind it, several other pieces, including more pawns and a king, are visible but blurred due to a shallow depth of field. The lighting creates highlights on the smooth surfaces of the pieces. A semi-transparent dark rectangle is positioned in the lower-left area, containing white text.

Recommendations and Strategies

1. Review and improve contract drafting



2. Streamline dispute resolution process



3. Improve client communication



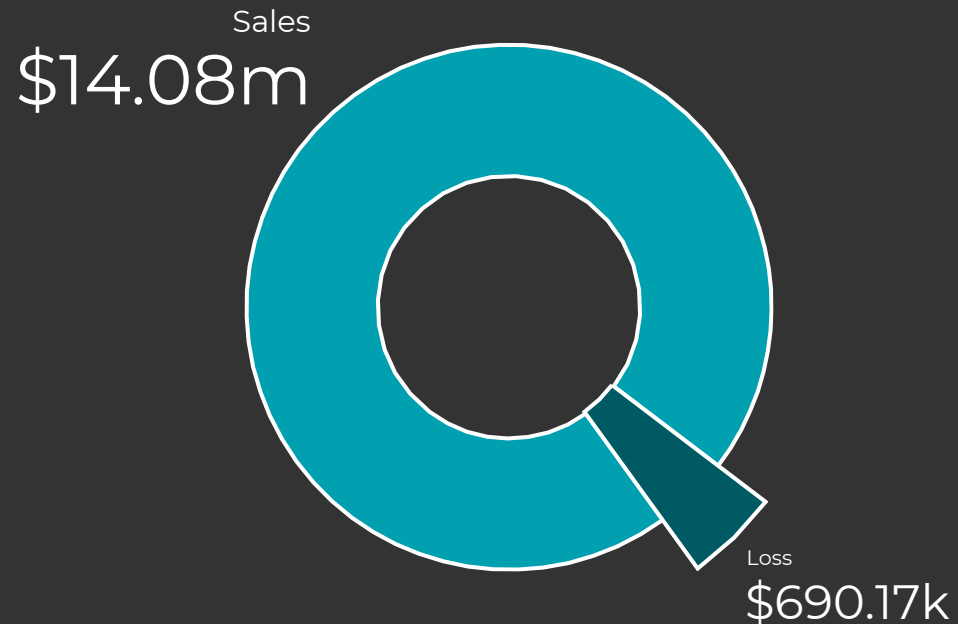
4. Implement data analytics tools



Sales Analysis and Areas of Improvement



Total Sales and Loss 2020 - 2021



\$14.08M

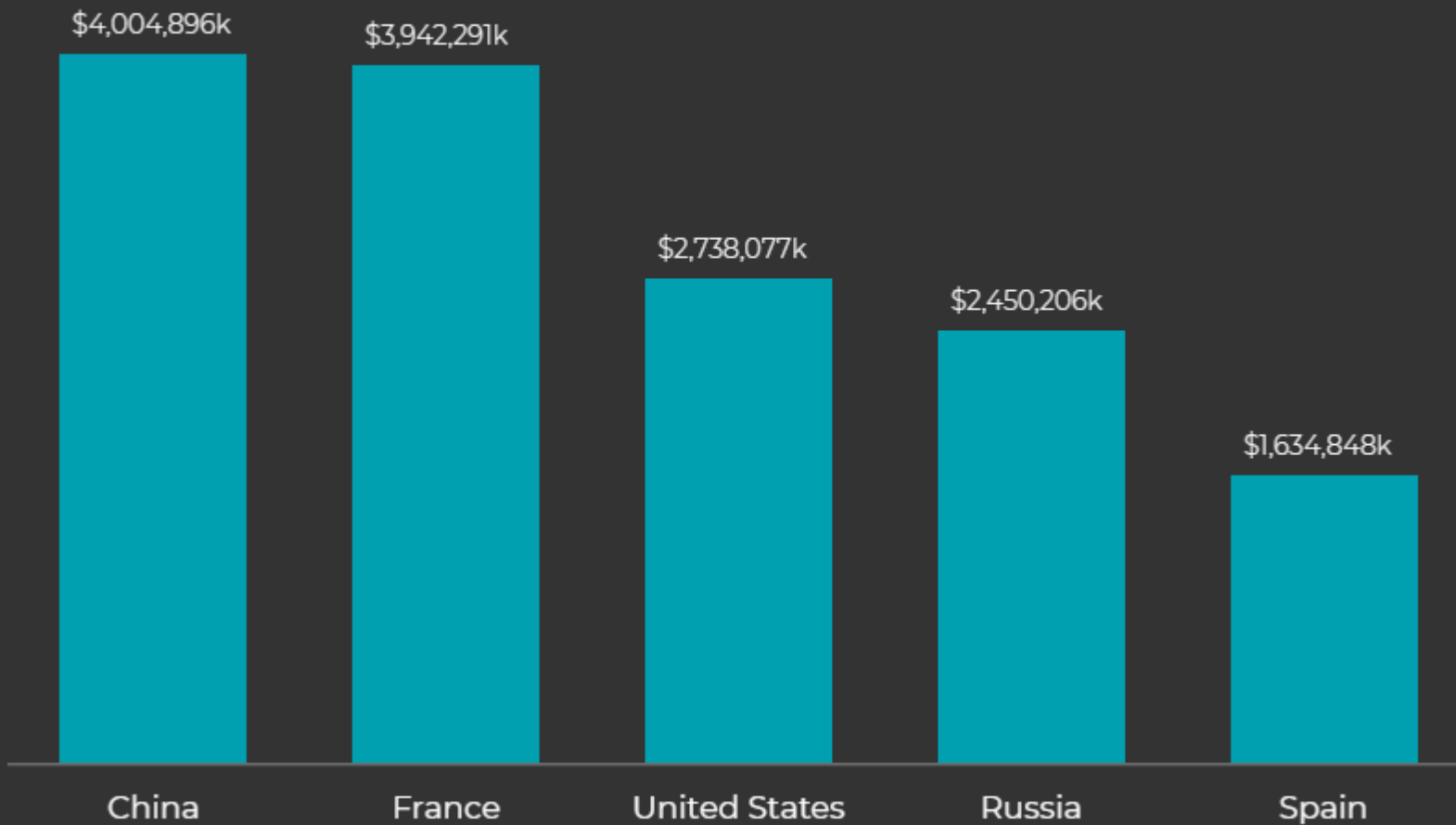
SALES



\$690.17K

LOSS

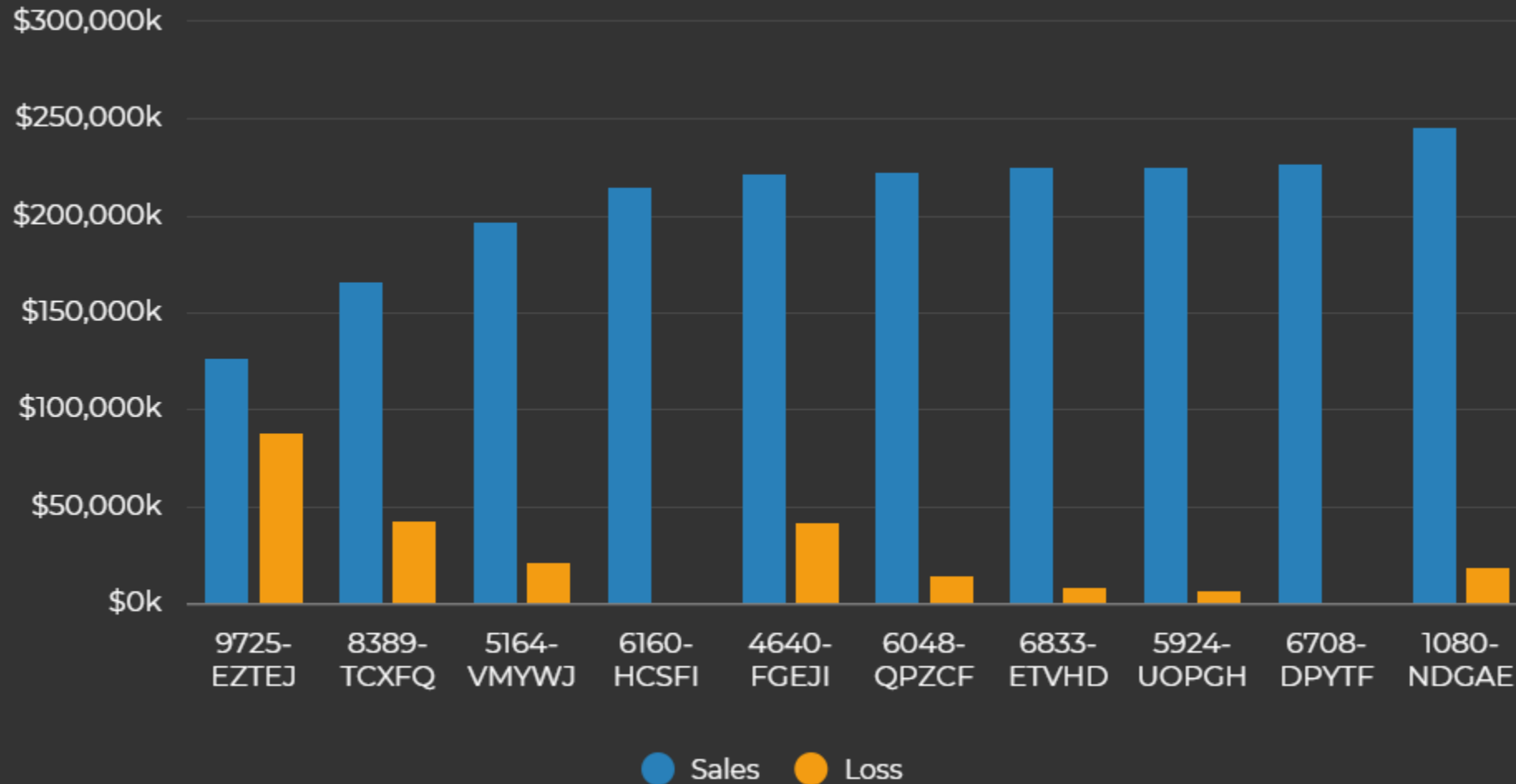
Total Sales Per Country



\$4M

Highest Sales in China

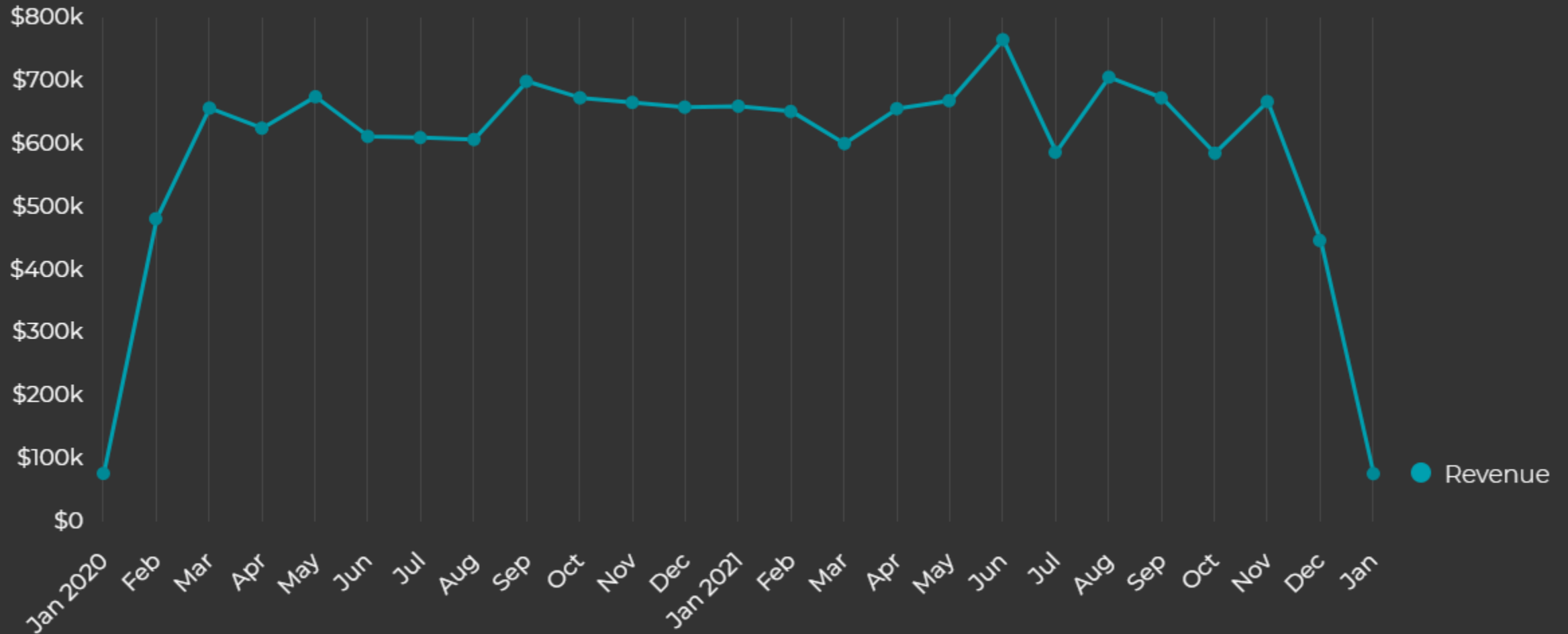
Top 10 Total Sales Per Customer



\$246k

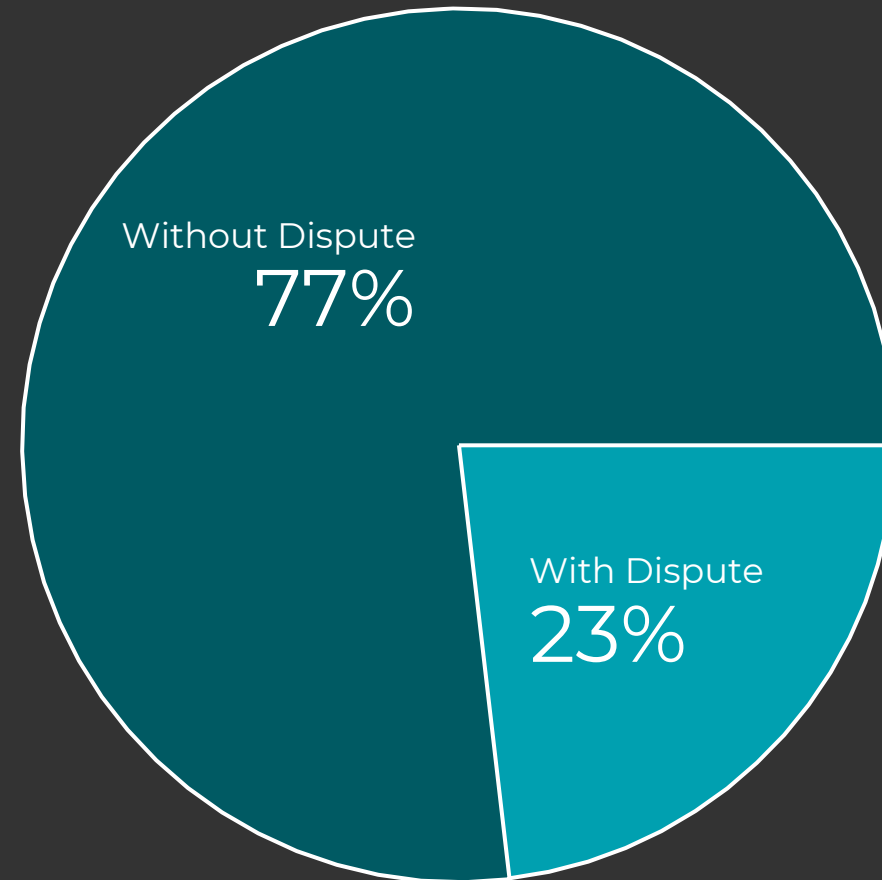
Highest Sales per
Individual

Performance Overview



Dispute Rate 2020-2021

23.15% Dispute
Rate



A close-up photograph of a business meeting. A person in a dark suit is pointing with a pen at a silver laptop screen. Another person in a grey sweater is holding the laptop. A glass of water is on the table. The word "Recommendation" is overlaid in white text on a dark grey background in the bottom left corner.

Recommendation

High Dispute Rate



Low Sales in Certain Countries and Customers



Seasonal Patterns in Sales



Slow Dispute Resolution

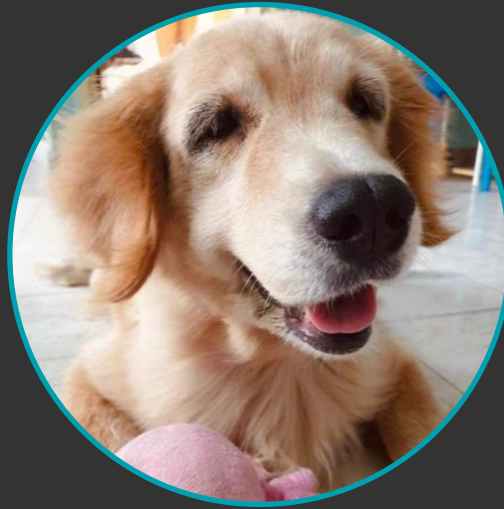


PA1 Group 26 members



John

The Group Leader



Patty

The Analytics Expert



Charmaine

The Presentation Guru