



# **NPS Quarterly Summary**

# Objectives



**Automates creation of comprehensive quarterly NPS summary across multiple regions for the current year**  
**Creates dashboard that quickly summarizes relevant data into graphs**

# Methodology

## **NPS:**

- Reads input data from all countries
- Processes, cleans and filters the data
- Creates analytical quarterly summaries (pivot tables)
- Exports the results to a single Excel file
- Creates dashboard with graphs to show quarterly summaries

# Limitations

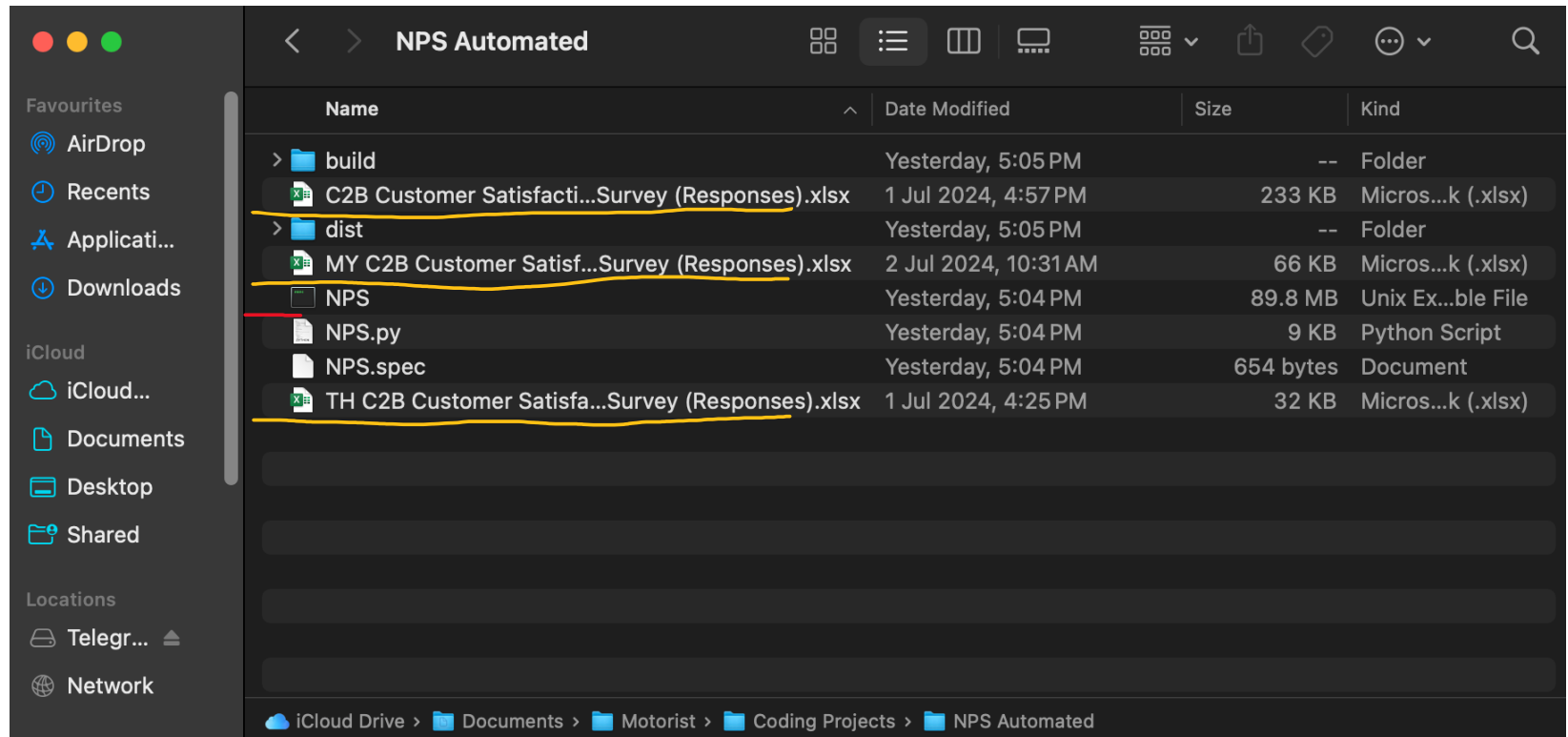
## **NPS:**

- All countries excel files must be in same folder as program
- Input excel files must be named:
  - SG: C2B Customer Satisfaction Survey (Responses).xlsx
  - MY: MY C2B Customer Satisfaction Survey (Responses).xlsx
  - TH: TH C2B Customer Satisfaction Survey (Responses).xlsx
- Only shows data from the current year
- No interactive dropdown filters in the excel sheet for the pivot tables (No GUI)
- Any data responses with no name will be grouped under “No Name”

# How to Use

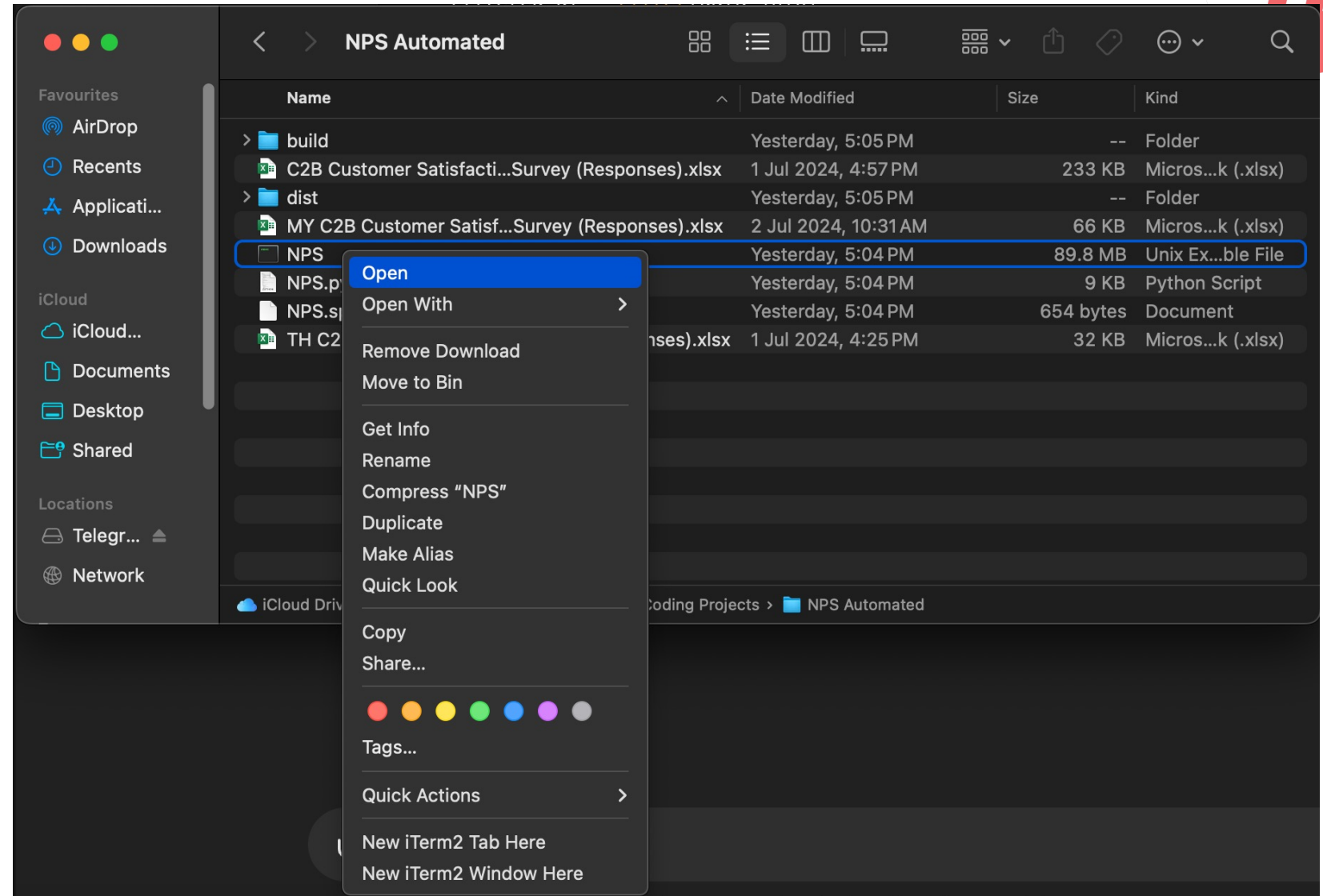


Ensure all country excel files (Yellow) into same folder as the executable file (Red)



# How to Use

Right click executable  
file and click 'Open'



# How to Use



Favourites

AirDrop

Recents

Applicati...

Downloads

iCloud

iCloud...

Documents

Desktop

Shared

Locations

Network

< > NPS Quarterly Summary

Name

Date Modified

> build

Yesterday at 4:34

C2B Customer Satisfacti...Survey (Responses).xlsx

1 Jul 2024 at 4:5

> dist

Yesterday at 4:34

MY C2B Customer Satisf...Survey (Responses).xlsx

2 Jul 2024 at 10:

NPS

Yesterday at 4:34

NPS Dashboard.py

Yesterday at 4:05

NPS Excel.py

Yesterday at 3:10

NPS Quarterly Summary.pdf

4 Jul 2024 at 1:19

NPS Quarterly Summary.pptx

4 Jul 2024 at 1:19

NPS Quarterly Summary.xlsx

Today at 1:29 PM

NPS.py

Yesterday at 4:33

NPS.spec

Yesterday at 4:33

NPS.zip

Yesterday at 4:36

TH C2B Customer Satisf...Survey (Responses).xlsx

1 Jul 2024 at 4:2

limtze kang — NPS — NPS — NPS — 80x24

Last login: Tue Jul 9 12:58:07 on ttys000  
limtze kang@Lims-MacBook-Pro ~ % /Users/limtze kang/Documents/Motorist/NPS\ Quarte  
rly\ Summary/NPS ; exit;  
Reading Excel files...  
Excel files read successfully.  
Writing data to Excel file: NPS Quarterly Summary.xlsx...  
Excel file 'NPS Quarterly Summary.xlsx' successfully created in /Users/limtze kan  
g/Documents/Motorist/NPS Quarterly Summary  
Dash is running on http://127.0.0.1:8050/  
  
\* Serving Flask app 'NPS'  
\* Debug mode: off  
**WARNING: This is a development server. Do not use it in a production deployment.  
Use a production WSGI server instead.**  
\* Running on http://127.0.0.1:8050  
Press CTRL+C to quit  
127.0.0.1 - - [09/Jul/2024 13:29:07] "GET / HTTP/1.1" 200 -  
127.0.0.1 - - [09/Jul/2024 13:29:07] "GET /\_dash-component-suites/dash/deps/poly  
fill@7.v2\_17\_1m1720502905.12.1.min.js HTTP/1.1" 200 -  
127.0.0.1 - - [09/Jul/2024 13:29:07] "GET /\_dash-component-suites/dash/deps/reac  
t@16.v2\_17\_1m1720502905.14.0.min.js HTTP/1.1" 200 -  
127.0.0.1 - - [09/Jul/2024 13:29:07] "GET /\_dash-component-suites/dash/deps/prop  
-types@15.v2\_17\_1m1720502905.8.1.min.js HTTP/1.1" 200 -  
127.0.0.1 - - [09/Jul/2024 13:29:07] "GET /\_dash-component-suites/dash/deps/reac

**NPS Quarterly  
Summary excel file  
created in same folder**

**Program executed  
successfully with no  
errors**

# How to Use

How the excel file should look like =>

Every Country  
has 5 sheets:

4 Quarterly sheets  
and 1 Raw Data sheet

ExcelFileEditViewInsertFormatToolsDataWindowHelp

AutoSave

NPS Quarterly Summary

HomeInsertDrawPage LayoutFormulasDataReviewViewAutomateLog-hub

Calibri11A<sup>A</sup>

General

A1

Your Motorist Client Sales Executive (this section has been pre-filled for you)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	tive (this se	1	2	3	4	5																					
2	Berlyn	5	2	3	16	44																					
3	Darryl	0	0	1	0	4																					
4	Diana	0	0	0	0	1																					
5	Elaine	3	1	5	22	90																					
6	Emir	0	0	0	0	1																					
7	Jasmine	1	1	6	26	93																					
8	Jezelle	3	1	6	20	63																					
9	Joanna	3	2	4	17	36																					
10	Jun	1	2	5	18	53																					
11	Katherine	0	0	0	1	5																					
12	Leng Kiat	1	0	0	3	0																					
13	No Name	0	0	0	0	5																					
14	Norfazlin	0	0	0	1	0																					
15	Peggy	0	0	1	0	0																					
16	Sharon	0	0	0	1	1																					
17	Zhengjun	2	2	5	21	42																					
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ReadyAccessibility: Good to go

100%

# How to Use

How the dashboard should look like =>

Dropdown menu for each country and each quarter

Currently 2 bar graphs showing number of reviews and weighted review score for every sales executive

To close App, press command + Q in the app or control + C in the terminal

