**Reactive Repairs and PO Management Dashboard - Power BI Project**

**Purpose**

This Power BI project is designed to provide comprehensive insights into reactive repair operations and purchase order (PO) management. It empowers stakeholders to make data-driven decisions by highlighting key performance indicators (KPIs), emergency response effectiveness, and the financial impact of unraised POs. This dashboard simplifies complex datasets into actionable insights for improved efficiency and accountability.

**Key Features**

**Page 1: Reactive Repairs Overview**

1. **Number of Jobs and Emergency Response**:
   * Displays total reactive repair jobs and categorizes urgency levels (Amber, Green, Red).
2. **Job Status and Cost Analysis**:
   * Breaks down completed vs. pending jobs, along with total costs incurred.
3. **Aged Debt by Month**:
   * Bar chart showing outstanding debts over time for better financial planning.
4. **Top Properties and Requesters**:
   * Lists properties and individuals with the most reactive repair jobs, aiding in workload distribution and accountability.

**Page 2: Reactive Repair KPI Analysis**

1. **KPI Pass/Fail Rates**:
   * Highlights success rates for emergency responses categorized by urgency levels (Red, Amber, Green).
2. **First-Time Fix Rates**:
   * Tracks instances of jobs resolved on the first attempt, providing insights into efficiency.
3. **Emergency Response Trends**:
   * Visualizes the monthly distribution of job pass/fail rates and highlights areas for improvement.

**Page 3: PO Management Analysis**

1. **PO Generation Overview**:
   * Displays the count of POs raised and compares jobs completed with and without POs.
2. **Cost of Unraised POs**:
   * Quantifies the financial impact of jobs completed without associated POs.
3. **Requester and Property Analysis**:
   * Identifies properties and individuals associated with unraised POs, offering actionable insights for targeted intervention.
4. **Urgency Analysis for PO Generation**:
   * Tracks the transition of job requests to PO generation based on urgency levels (Amber, Green, Red).

**Insights**

1. **Operational Efficiency**:
   * Measures the success of emergency responses and highlights delays or bottlenecks in repair processes.
2. **Financial Accountability**:
   * Quantifies the cost implications of unraised POs, ensuring financial oversight.
3. **Stakeholder Impact**:
   * Identifies key requesters and properties, enabling better workload management and targeted training.
4. **Performance Metrics**:
   * Tracks KPI pass/fail rates and first-time fix rates, driving improvements in service delivery.

**Technical Details**

* **Tool Used**: Power BI
* **Visualizations**: Pie charts, bar charts, line graphs, and KPI cards.
* **Filters**:
  + Time-based: Year and Month filters.
  + Status-based: Invoiced, Closed, or Completed.
  + Emergency Response: Amber, Green, Red urgency levels.

**How to Use**

1. **Interactive Filters**:
   * Customize insights by selecting specific years, months, or urgency levels.
2. **Drill-Down Capabilities**:
   * Dive deeper into individual properties, requesters, or job statuses for granular analysis.
3. **Collaborative Insights**:
   * Use the visualized data to communicate performance trends and financial impact to stakeholders.

**Why It Matters**

This dashboard not only streamlines data visualization for reactive repairs and PO management but also demonstrates advanced Power BI capabilities. By integrating operational, financial, and performance metrics into one platform, it showcases a holistic approach to problem-solving and accountability. It’s a powerful tool for driving informed decisions and achieving operational excellence.